

# Sidhant Parab

## Service Desk Analyst



Colvale, Goa India



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- Service desk analyst with overall 2+ experience providing excellent customer service and technical support to end users.
- Key achievement: succeeded in troubleshooting issues 3k+ customers and delivering quality service that surpassed their expectations by 85% on average.



### Skills

- Technical support ●●●●●
- Software installation ●●●●●
- System administration ●●●●●
- Network configuration ●●●●●
- Ticketing systems ●●●●●
- Customer service ●●●●●
- Desktop support ●●●●●
- Documentation ●●●●●
- Adaptability ●●●●●
- Troubleshooting ●●●●●



### Work History

#### • Service Desk Analyst - Full Time

Frontline Managed Services, Porvorim, Goa, India

- Entry-level Service Desk professional with a strong foundation in IT support.

2023-03 - Current

2021-12 - 2022-10

- Successfully completed an intensive 3 Week training program, gaining hands-on experience in troubleshooting and problem resolution.
- Recognized for the ability to quickly learn new technologies and adapt to changing environments.
- Reset passwords, unlocked accounts, granted special permissions, and managed accounts on Active Directory.
- Utilized Service-Now/Genesys to log issues, interactions, incidents and triaged them to the Level-2 Support Team.
- Provided technical assistance for troubleshooting issues through inbound calls, emails, and outbound calls.
- Delivered timely resolutions for customer issues and queries while adhering to defined SLAs with 8 minutes on average.
- Followed up over 2k+ tickets until clients problems were resolved, achieving a 90% first call resolution rate.
- Enrolling, troubleshooting IOS or Android devices using firm's MDM Ivanti MobileIron.
- Setting up MFA on client devices using Coreview.

### **System and Network Administrator - Full Time**

*Carvalho Business Solutions, Margao, Goa, India*

Performed 30+ hands-on fixes at desktop level, including installing and upgrading software's, implementing file backups and configuring applications.

Worked with vendors to reduce the cost of equipment.

Maintained 50+ Windows Computer including configuring and monitoring. Responsibility on the servers, server room, and end users (30+ users).

Creation of SSL VPN profiles in Cyberoam and Sophos Firewall , Whitelisting IPs, Monitoring.

Resolved over 150+ monthly ticketed issues with in the set SLA achieving a 95% user satisfaction rating.

Perform desktop installation, basic cabling, network monitoring, and troubleshooting of the network and systems residing on the network.

Assists the network engineer in the configuration and management of networking devices including Cisco switches, routers and firewalls.

Giving internet, common Drive folder access to users.

Taking backups of MAC system on monthly basis.

Maintain backup logs & verify completion of backups.

First level troubleshooting on Windows Server.

Configuring, managing & securing resources (Users, Printers and Folders).

Maintain backups of virtual machines running on VMWare.

Maintaining, giving folder access, folder creation, deletion in Synology NAS.

2021-10 - 2021-12

### **Intern**

*Cyclingzens, Porvorim, Goa, India*

- Kayaking and Cycling Guide with a passion for outdoor adventures. Experienced in leading group tours, ensuring safety, and providing

2018-06 - 2018-08

- exceptional customer service.
- Strong knowledge of local routes and equipment maintenance.
- **Computer Technician - Internship**  
*Global Computer Services, Panaji, Goa, India*
  - Computer Technician with internship experience providing technical support, diagnosing hardware/software issues, and performing system upgrades.
  - Skilled in troubleshooting, repairing, and maintaining computer systems.
  - Assembling, dismantling systems.



## Education

2016-08 - 2020-10

- **Diploma: Computer Engineering**  
*Government Polytechnic Panaji - Panaji, Goa, India*
  - Comprehensive knowledge of computer systems, programming languages (C, Java), and network fundamentals. Skilled in hardware troubleshooting, software development (HTML, PHP, Javascript), Database management (SQL) and system administration.
  - Strong problem-solving abilities and a passion for staying updated with emerging technologies.

2010-06 - 2016-05

- **Secondary School Certificate**  
*Mahatma Jyotirao Phule - Colvale, Goa, India*
  - Solid foundation in academic subjects including mathematics, science, languages, and social sciences.
  - Strong communication skills, critical thinking abilities, and a commitment to continuous learning and personal growth.



## Languages

- English
  - Bilingual or Proficient (C2)
- Hindi
  - Bilingual or Proficient (C2)
- Konkani
  - Bilingual or Proficient (C2)
- Marathi
  - Upper intermediate (B2)



## Certifications

2023-08

- [Microsoft Office Specialist: Associate (Office 2019)] License - [soq9-XMoB]

2023-04

- [NSE3 Network Security Associate] Liscence - [F5eBCD1uqo]

2023-03

- [Help Desk Administrator: Duo Security] Liscence - [or7mspq547ci]