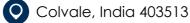
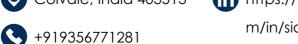
Sidhant Parab

Service Desk Analyst





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il.com

https://www.linkedin.co m/in/sidhantparab





- 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





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Work History

2023-03 - Current

Service Desk Analyst - Full Time

Frontline Managed Services, Porvorim, Goa, India

- Entry-level Service Desk professional with strong foundation in IT support.
- Successfully completed intensive 3 Week training program, gaining hands-on experience in troubleshooting and problem resolution.
- Recognized for 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 and Genesys to log issues, interactions, incidents and triaged them to Level-2 Support Team.
- Provided technical assistance for troubleshooting issues through inbound calls, emails, and outbound calls.

2021-12 - 2022-10

2021-10 - 2021-12

2018-06 - 2018-08

- 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 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 cost of equipment.
- Maintained 50+ Windows Computer including configuring and monitoring.
- Responsibility on 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 set SLA achieving 95% user satisfaction rating.
- Perform desktop installation, basic cabling, network monitoring, and troubleshooting of network and systems residing on network.
- Assists network engineer in 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.

Intern

Cyclingzens, Porvorim, Goa, India

- Kayaking and Cycling Guide with passion for outdoor adventures.
 Experienced in leading group tours, ensuring safety, and providing 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.
- Successfully migrated company data during system upgrades without losing any critical information
- Enhanced system performance by conducting regular software and hardware updates

 Used diagnostic tools to identify hardware failures and replace nonfunctional components



Education

2016-08 - 20200

2010-06 - 2016-05

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.

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

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

• [NSE3 Network Security Associate] License - [F5eBCD1uqo]

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

[Git Tutorial] License - [RXKPEJLB]



Interests

- Cycling
- Photography
- Anime
- Movies
- Batminton

2023-08 2023-04

2023-03 2022-06