

Alok Shinde

IT Help Desk Support Specialist: Microsoft Certified (ID – 9347301)

📍 : Sr No 89/1/2, Kalas, Alandi road, Pune 📞 : +91-80876-27127 ✉ : alok.systems@gmail.com



Proficient and forward-thinking professional seeking an IT Help Desk Support Specialist position in a fast-paced organization where excellent troubleshooting and multitasking skills will be fully utilized for the growth of the company with bringing in the maximum customer satisfaction.

Technology Proficiencies & Key Skills

- **Ticketing Tools:** ServiceNow, iSupport
- **Monitoring (Server & Networking) Tools:** LAN Troubleshooting, Team Viewer, Bomgar, SCCM Remote Control Viewer, SolarWinds, Nagios, VMWare Tool, Lansweeper
- **Software:** Office 365, MS Office (Word, Excel, Outlook, PowerPoint), Anti-virus programs
- **Browsers:** Chrome, Firefox, Microsoft Edge, Internet Explorer 11
- **Platforms:** Windows (XP/7/8/10 & Windows Servers), Citrix
- **Expertise:** Technical Troubleshooting, Hardware Configurations, Offshore Team Collaboration, Software Installs, LAN Connectivity, Problem Diagnosis, Phone & Online Support (Live chat and email), Preventive Maintenance, User Training/Support, Excellent Customer Service, Complaint Handling.

Technical and IT Management Certifications

- **Microsoft Certified** - Module 70-640 (Windows Server 2008 Active Directory, Configuring)
- **ITIL V3 Foundation Certified** (Information Technology Infrastructure Library)

Professional Experience: 6+ Years

PRGX India Pvt. Ltd. 11th AUG 2014 - 31st JAN 2020 Sr. Technical Support Engineer/ IT Service Desk

- Manage Service Request in **iSupport** Ticketing Tool as per SLA basis to meet customer requirements with IT Service Management (ITSM) based on ITIL best practices.
- Identify incidents that might be potential problems according to problem management process.
- Take ownership of issues/requests till its complete resolution.
- Resolve the customer queries on time by doing the follow-up calls over phone, live chat and email.
- Installation, configuration and administration of multiple XenApps into Citrix.
- Create and manage the Users, Groups and Profile in Active Directory.
- Software installation, Troubleshooting of Windows 10, MS Office, VPN and other applications used within the organization using Remote Support tools like - **Team Viewer, Bomgar, SCCM Remote Control Viewer.**
- Monitoring servers and networks using tools like - **SolarWinds, Nagios, VMWare tool and Lansweeper.**
- Co-ordinate with the IT teams during monthly maintenance of servers.
- Collaborate with the Global and Local IT Support teams.
- Document the process and troubleshooting of incidents/tickets in the Support Knowledge Base on SharePoint.
- Responsible for the daily basis allocation of assets like - desktop, monitor, laptop, keyboard, mouse, phone, headset etc.

Konecranes Shared Services India Pvt. Ltd. 5th APR 2013 – 13th JUN 2014 Technical Support Executive

- Manage Service Request in **ServiceNow** Ticketing Tool and provide the On-call technical support to the end users using the Remote Access tool.
- Software installation, Troubleshooting of Windows 10, MS Office, VPN and other applications used within the organization using Remote Support tools like - **Team Viewer, Bomgar, SCCM Remote Control Viewer.**
- Responsible for SAP New User Account Creation and Roles Assignments.
- Record the Incident Resolution in the Knowledge Base.
- Escalate the incidents to a higher tier with Helpdesk Escalation Process and Incident Management Process.
- Responsible to work upon the Pilot projects and co-ordinate with the Project Management team.

Academics Qualification: B.Com (Bachelor of Commerce), Pune University (March 2005)

Personal Details

- Date of Birth: 21st June 1984
- Languages Known: English, Hindi, Marathi and Japanese beginner.