



Service Desk Analyst

Kola Sai

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PROFESSIONAL PROFILE

Motivated and detail-oriented IT support analyst seeking a challenging position to utilize my technical expertise and problem-solving skills to provide efficient IT support solutions. Recent graduate with a master's degree in computer science and a strong foundation in troubleshooting hardware and software issues. With a passion for technology and a drive to deliver exceptional customer service, I aim to contribute to the success of an organization by ensuring smooth IT operations and enhancing end-user satisfaction. Seeking an opportunity to work in a dynamic environment that encourages professional growth, where I can leverage my strong communication skills to effectively collaborate with crossfunctional teams and provide comprehensive technical assistance. Committed to staying abreast of emerging technologies and industry best practices to deliver innovative and reliable IT support services. Recognised for assisting in implementing resource planning by integrating all the processes needed to run them with a single system and utilising excellent organisational skills and strong ability to coordinate and deliver projects to achieve target outcomes.

EDUCATION & QUALIFICATIONS

Master of Networking

Melbourne Institute of Technology, Melbourne | March 2022 – October 2023

Bachelor's in IT

Sri Vasavi Engineering College, Tadepalligudem | July 2017 – Sep2020

TECHNICAL SKILLS

Active Directory

Ticketing System

Windows Exchange Server

Windows Firewall

ITIL Framework

Service Now

Identity Management

VoIP

SCCM Fundamentals

LAN, WAN, WI-FI,
TCP/IP, DHCP, DNS

Microsoft Office Tools

Office 365 Administration

Endpoint Management

Troubleshooting

Remote user support

Windows Desktop Support

PROFESSIONAL SKILLS

- **Technical Requirements Interpretation**
- **Technology Services**
- **System Design, Development & Implementation**
- **Process Optimisation & Transformation Installation, Maintenance, Upgrading & Troubleshooting**
- **Database Management**
- **Quality Assurance**

CORE COMPETENCIES

- **Technical expertise:** A solid foundation in troubleshooting hardware and software issues, and proficient in a variety of operating systems, networking, and virtualization technologies.
- **Customer service:** A customer-focused approach to IT support with a passion for providing exceptional customer service, delivering IT solutions that meet the needs of the end-user.
- **Problem-solving skills:** Proven ability to diagnose and resolve complex technical problems, utilizing analytical skills and a logical approach to troubleshooting.
- **Collaboration:** A team player who can work effectively with cross-functional teams to deliver comprehensive IT support services and drive successful outcomes.
- **Communication skills:** Strong verbal and written communication skills, with an ability to explain technical concepts to non-technical individuals and produce detailed documentation.
- **Adaptability:** A flexible and adaptable approach to IT support, with a willingness to learn new technologies and adapt to changes in the IT environment.

EMPLOYMENT HISTORY

Desktop Support Engineer(ONSITE)| Energy Australia | MARCH 2024 – JANUARY 2025

- Log all customer contacts as tickets into the It service management tool (service now) to ensure that all issues and requests are capture. Categorised and prioritised knowledge in ticketing management system such as ServiceNow.
- Clearing tickets backlog, analysing issues, and following up with end users, helping resolving problems and finding root cause within SLA
- Strong written and verbal communication skills with a professional telephone manner

- Perform remote troubleshooting gather and analyse information and use diagnostic techniques to triage the issue or request, or to determine and implement the best solution-based on the issue and details provided.
- Excellent organisational skills with the ability manage and prioritise workload and time effectively under minimal supervision.
- Interest in modern workspace technologies and willing to learn
- Imaging PC's as part of the provisioning process using Intune.
- Troubleshooting hardware and software issues.
- Assigning and Reassigning IT devices, assets and softwares.
- Able to work in rotational shifts manage on-call outside office hours weekends and when business demands.

Certifications

- **ITSM Certified** | *GAQM*.
- **Certified MS365** | *Microsoft*

REFERENCES

Available upon Request