

Jiyot Babrah

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Summary

IT support professional with over 2 years of experience in troubleshooting hardware, software, and network issues. Skilled in diagnosing and resolving technical problems efficiently with a focus on client satisfaction. Proven ability to manage multiple tasks, solve complex issues, and contribute to knowledge base improvements.

Professional Experience

Assistant System Engineer

Tata Consultancy Services, Mumbai, India

February 2021 – July 2022

- Provided first-level and second-level technical support via phone, email, and chat for hardware, software, and network-related issues.
- Achieved high customer satisfaction rate by resolving issues related to Windows OS, Citrix, Active Directory, and network connectivity.
- Documented all incidents and resolutions in the ServiceNow ITSM system, contributing to the knowledge base.
- Collaborated with cross-functional teams to resolve complex technical issues, ensuring minimal disruption to customer operations.

IT Intern

TechVerito, Pune, India

March 2020 – January 2021

- Carried out installation, diagnostic, troubleshooting, and resolution procedures of software and hardware for reported incidents or requests.
- Delivered exceptional customer service, building strong rapport with customer by addressing inquiries and concerns in a timely and professional manner.
- Identified service gaps and implemented solutions, resulting in reduction in complaints.
- Utilized effective follow-up strategies to address customer concerns, resulting in reduction of unresolved issues and improving overall service levels.

Projects

- **Co-op Project Sell Spot, Kotlin Android Application:** Developed an e-commerce Android application using Kotlin, featuring Firebase integration, a secure payment gateway, and social media sharing functionalities.
- **Favourite Videos React Native:** Designed a React Native application with a personalized user interface, API integration, and features for managing user favorites.
- **Movie Ticket App:** Created a mobile app for movie ticket purchases using Expo CLI, with a Firebase backend and enhanced mobile UI/UX.

Education

- **Post-Graduate Certificate** in Mobile Application Development | George Brown College, Toronto, ON
- **Bachelor of Engineering** in Electronics and Telecommunication | Pune University, India

Certifications & Skills

- **Certifications:** CompTIA A+ (in progress) | Scrum Fundamentals Certified (SFC™)
- **Technical Skills:** Operating Systems: Windows 10+, macOS, Linux | Advanced troubleshooting of hardware, software, and network issues | Citrix, Active Directory, Network configuration and troubleshooting | ITSM tools: ServiceNow, Zendesk, JIRA | Remote Desktop Support: TeamViewer, AnyDesk | Microsoft Office Suite (Excel, Word, PowerPoint, Office 365)
- **Interpersonal Skills:** Exceptional customer service and rapport-building skills | Strong analytical and problem-solving abilities | Ability to work collaboratively in fast-paced, dynamic environments
- **Web and Mobile Development:** JavaScript, React, Typescript, WordPress, Kotlin, Swift, React Native
- **Soft Skill:** Attention to details