

John Ray Dar

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Professional Summary

Highly motivated and customer-focused IT Service Desk Analyst with comprehensive experience in Level 1 technical support at HCL Technologies. Proven ability to troubleshoot a wide range of hardware, software, and network-related issues under pressure. Adept at managing support tickets, adhering to SLA timelines, and providing end-to-end incident resolution through ServiceNow and other CRM platforms. Demonstrates strong analytical thinking, communication skills, and a deep understanding of IT service management principles. Holds a Bachelor's degree in Information Technology and consistently recognized for delivering excellent customer service and maintaining user satisfaction.

Strong background in Active Directory administration, password management, account provisioning, and basic network troubleshooting. Works efficiently in high-volume environments while maintaining precision, documentation, and professionalism. Passionate about continuous improvement and staying current with emerging technologies, cybersecurity practices, and service desk best practices.

Experience

IT Service Desk Analyst (L1)

HCL Technologies, Taguig – McKinley Hill

October 2023 – Present

- Provides first-level technical support and resolves hardware, software, and network issues across global user environments.
- Manages incident tickets using CRM tools such as ServiceNow, ensuring accurate documentation and timely resolution.
- Monitors SLA dashboards and proactively addresses potential breaches, ensuring compliance with IT service delivery standards.
- Communicates effectively with end-users via phone, chat, and email to gather issue details, guide troubleshooting steps, and provide resolutions.
- Coordinates with higher-level support teams and other departments for escalated issues, ensuring end-to-end support.
- Participates in weekly team reviews and service improvement initiatives to optimize support efficiency and knowledge sharing.
- Supports onboarding and offboarding processes including account setup, access permissions, and software installation.
- Contributes to the creation and maintenance of knowledge base articles to enhance team performance and resolution time.

- Trains and mentors new analysts on service desk protocols, tools, and customer interaction strategies.
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Education

Bachelor of Science in Information Technology

Graduated: 2023

- Completed coursework in Networking, ITIL Fundamentals, Cybersecurity, Systems Administration, and Cloud Computing.
 - Participated in various school-led IT projects and internship programs focused on desktop support and network troubleshooting.
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Skills

- CRM Tools (ServiceNow, Freshdesk)
 - SLA Monitoring and Case Management
 - Windows OS and Active Directory
 - Ticketing System and Incident Handling
 - Technical Troubleshooting
 - Customer Service
 - Incident Escalation and Root Cause Analysis
 - Knowledge Base Documentation
 - Communication and Team Collaboration
 - Remote Desktop Support (RDP, AnyDesk)
 - Password Reset and Access Management
 - Basic Networking (IP/DNS/DHCP Troubleshooting)
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Certifications

- Information Security Awareness
 - Dimensions of Data Privacy
 - ITIL® Foundation in IT Service Management (in progress)
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