🧑 KILTAN GOYAL
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PROFESSIONAL SUMMARY

Customer-focused IT professional with hands-on experience in service desk operations, technical support, and customer service across multiple industries. Known for strong problem-solving skills, system troubleshooting, and the ability to communicate complex technical solutions in a user-friendly manner. Fluent in English, Hindi, and Punjabi.

TECHNICAL SKILLS

Operating Systems: Windows Server, macOS, Linux
Networking: TCP/IP, Switches, Routers
Tools & Platforms: Active Directory, ServiceNow, Jira, Bomgar, RDP
Software: MS Office, Outlook, SQL
Security: Data Backup, System Integrity, Threat Detection

CORE COMPETENCIES

- Troubleshooting & Technical Support

- Customer Engagement & Issue Resolution

- Remote Desktop & User Access Support

- SLA Management & Documentation

- Process Improvement & Team Collaboration

WORK EXPERIENCE

🖥️ Service Desk Analyst
Tecnet Canada Inc., Victoria, BC
May 2025 – Present

- Provide multi-platform IT support (Windows, macOS, Linux) via phone, email, and ticketing systems.

- Resolve hardware, software, and network issues using remote access tools like Quick Assist, and ScreenConnect.

- Manage Active Directory: user account creation, permissions management, and group policy adjustments.

- Assist with onboarding and offboarding including device setup, access provisioning, and account terminations.

- Monitor and maintain system performance, identifying and resolving outages and slowdowns.

- Participate in rollout and patching of enterprise software and operating system updates.

- Document technical procedures, known errors, and solutions in internal knowledge bases.

- Collaborate with L2/L3 teams for escalations and problem resolution.

- Ensure compliance with SLAs, track incident metrics, and provide weekly reports.

- Provide support for VPN connectivity, printer setup, shared drives, and Outlook issues.

- Offer after-hours on-call support in rotation to minimize system downtime.

📞 Technical Support Representative
Global Empire Corp., Liverpool, NS
June 2024 – April 2025

- Delivered Tier 1 technical support for smartphones, tablets, and desktops, focusing on iOS troubleshooting.

- Diagnosed connectivity, login, application crashes, and hardware failures using scripts and standard procedures.

- Trained customers on product usage and self-service options to reduce ticket volumes.

- Logged and updated service tickets in ServiceNow; maintained data integrity and case notes.

- Liaised with internal departments and vendors to accelerate ticket resolution.

- Participated in knowledge base updates and cross-functional process improvement initiatives.

👩‍💼 Customer Service Representative
Global Empire Corp., Liverpool, NS
Sept 2023 – May 2024

- Responded to customer inquiries through email, phone, and live chat with professionalism and empathy.

- Logged service issues, tracked resolutions, and flagged recurring problems for root cause analysis.

- Assisted in the training of new team members and contributed to team performance metrics.

- Resolved billing, account setup, and service modification requests.

- Monitored feedback channels and suggested service improvements based on customer trends.

📱 Customer Service Representative
IO Solutions, Remote (Montreal)
Mar 2023 – Oct 2023

- Delivered Tier 1 technical support for telecom clients using Maestro, Workspace, and Starphone platforms.

- Provided guidance on internet, cable, and landline configurations and troubleshooting.

- Promoted value-added services and achieved high CSAT scores through excellent resolution rates.

- Followed scripts while also adapting to unique customer scenarios with critical thinking.

🏦 **Credit Officer**
HDFC Bank, Kotkapura
Jun 2019 – Mar 2020

- Processed personal and business loan applications and performed credit evaluations.

- Verified customer documents and resolved issues related to loan disbursal and repayment.

- Maintained accurate customer data and followed up on pending approvals and collections.

💻 **IT System Specialist & Developer**
SmartSolutions, Mohali
Sept 2015 – Dec 2018

- Managed daily IT operations, network infrastructure, and web development projects.

- Designed and maintained secure web applications with PHP, MySQL, and HTML/CSS.

- Provided backup and disaster recovery solutions; ensured data integrity and uptime.

- Supported clients with technical troubleshooting and user training.

EDUCATION

CDI College, Montreal
 Diploma in Network Security | *2020 – 2022*

Adesh Institute of Engineering & Technology, Faridkot
 Bachelor's in Computer Science Engineering | *2012 – 2015*

PROJECT HIGHLIGHT

College Website Management

- Maintained Aryans College website; ensured secure backups and regular updates.

- Enhanced performance and system security with front-end/back-end upgrades.

LANGUAGES

- English – Fluent

- Hindi – Fluent

- Punjabi – Fluent