

Nikhil Marella

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SUMMARY

As an Information Technology support professional, I adeptly resolve diverse technical issues by diagnosing problems efficiently, implementing practical solutions, and offering clear, user-friendly guidance.

WORK EXPERIENCE

The Wynford Group
Technical Support Specialist

Toronto, Ontario
September 2022 - May 2024

As the first point of contact for over 150 employees, ensuring timely incident resolution. I managed onboarding and offboarding processes and set up workstations, providing comprehensive support for daily technical needs and transitions.

- Used Active Directory to manage user accounts, including creating, modifying, and deleting user profiles. Handled permissions, reset passwords, and managed group policies to ensure secure and efficient access to network resources.
- Worked with both Office 365 and Google Workspace environments, managing user accounts, configuring settings, and troubleshooting issues across platforms. Ensured seamless integration and functionality, providing support for email, collaboration tools, and productivity applications in each environment.
- Implemented the Spice Works ticketing system to streamline ticket management, making it easier to track and prioritize user requests. The system enhanced efficiency in resolving issues by organizing tickets, improving response times, and providing clear insights into support workflows.
- Managed inventory for assets by tracking hardware and software resources, ensuring accurate records of equipment allocation and usage. I conducted regular audits, coordinated asset procurement and disposal, and maintained up-to-date inventory databases to support efficient operations and resource management.

KellyConnect – Apple Support
Technical Support Representative

Remote
April 2022–September 2022

- Provided timely support for users dealing with issues pertaining to their iOS/macOS devices
- Coordinated repairs for Apple products by diagnosing issues, arranging repair services, and managing the logistics of shipping and handling. I ensured timely and efficient repair processes, keeping users informed throughout to minimize downtime and maximize satisfaction.
- Consistently achieved excellent KPI metrics by delivering timely resolutions, maintaining high customer satisfaction, and effectively managing support requests.

Scotiabank
Outbound Sales / Customer Service Representative

Toronto, Ontario
January 2022 – April 2022

- Informed Scotiabank members about credit offers and line of credit increases. Explained the benefits, answered questions, and ensured clients were aware of their options to help them make informed financial decisions.
- Generated over \$2M in annual recurring revenue as a result of contracts sold to residential customers.

EDUCATION

Computer Systems Technician - Networking • Centennial College • Toronto, ON

2022

CERTIFICATIONS

Pursuing AWS Cloud Practitioner - Foundational
Pursuing CompTIA Security+

SKILLS

Software: Active Directory, OKTA, ZenDesk, Zoho, O365, Google Workspace, Cisco IP Communicator (VoIP), InTune

Areas of Expertise: Incident Response, Issue Resolution, IP Configuration, Onboarding/Offboarding, User Account Management, User Education, Issue Documentation, Compliance, Customer/Client Interaction, Remote Assistance