Pratik Nakarmi

Massachusetts| (617) 932-9007| pratiknkrm@gmail.com | https://www.linkedin.com/in/pratik-nakarmi-977938b5/

Professional Summary

IT Desktop Manager & System Administrator with expertise in administering and streamlining computer systems across the entire organization. Collaborate with the VP of Technology to optimize enterprise systems utilizing Poweshell automation and SQL to bridge the gap between business needs and technical solutions. Experienced in vendor management, Tier 3 escalation support, and driving infrastructure upgrades in line with company objectives. Proven expertise in managing IT services, using industry best practices to increase dependability and efficiency in all computer environments.

Experience

DESKTOP MANAGER (INFRASTRUCTURE LEAD)|HARBORONE BANK| MAR 2024 - PRESENT

- Serve as the final escalation point for complex infrastructure issues involving Active Directory, GPO, and Network Connectivity, diagnosing root causes and preventing re-occurrence.
- Act as the primary escalation for third-party vendors and business associates. Convert complex business requirements into technical specifications for software deployments, ensuring that solutions align with company's security and functional requirements.
- Manage the packaging, testing, and deployment of enterprise applications and security updates across 500 endpoints, ensuring zero-downtime roll-outs.
- Build Power BI dashboards and SQL queries to visualize helpdesk performance and asset health, and use data-driven insights to increase SLA adherence to 95%.
- Developed and implemented standardized troubleshooting, escalation, and problem management procedures to enhance service delivery.
- Analyzed help desk performance metrics to identify trends, present insights, and drive continuous improvement initiatives that increased team efficiency by 10%.
- Evaluate emerging technologies and hardware solutions, and advise senior management on procurement strategies that maximize IT budgets and system performance.

INFRASTRUCTURE ANALYST | HARBORONE BANK | JAN 2022 – FEB 2024

- Provided Tier 2/3 technical support to corporate and branch employees, resolving hardware, software, and connectivity issues, consistently averaging 150+ tickets per month and recognized as the top performer in the first year.
- Imaged, configured, and deployed workstations for new hires and replacements; planned and executed workstation and branch setups to ensure seamless operations.
- Collaborated with the VP of Technology and senior IT leadership to coordinate and draft monthly patch management communications, ensuring timely updates and compliance.
- Partnered with third-party vendors to troubleshoot escalated technical issues and maintain up time across critical systems and services.
- Created comprehensive technical documentation, data dictionaries, and Standard Operating Procedures (SOPs) for software installation and troubleshooting, resulting in a significant reduction in new analyst onboarding time.

HELP DESK ANALYST | WELSH CONSULTING | JAN 2021 – JAN 2022

· Served as the first line of defense for technical support, answering inbound calls and resolving common issues including password resets, account unlocks, and connectivity problems.
· Performed initial troubleshooting of hardware, software, and network issues, escalating complex cases to Level 2 support when necessary to ensure timely resolution.
· Imaged, configured, and shipped laptops and desktops to end users across the U.S. as part of the onboarding process, ensuring readiness and user satisfaction.
· Supported employee onboarding activities, including account creation, email configuration, and equipment setup for remote and in-office staff.

Education

B.S. IN COMPUTER SCIENCE| JUNE 2017 | SALEM STATE UNIVERSITY, SALEM, MA | GPA 3.67

A.B.A. IN BUSINESS ADMINISTRATION | MAY 2014 | QUINCY COLLEGE, QUINCY, MA | GPA 3.80

SKILLS & ABILITIES

· **IT Support & Systems Management:** SCCM, Endpoint Central, COCC platforms, Microsoft Intune (Endpoint Manager), Windows Server 2019/2022, Active Directory, Group Policy Management, Microsoft Exchange (Mailbox Creation & Admin), Windows 10/11, macOS, Linux
· **Cloud & Data Analytics:** Snowflake, Fivetran, Power BI, Smartsheet, SSRS Report Builder
· **ITSM & Remote Tools:** Service Desk Operations, ServiceNOW,Endpoint Central Remote Desktop (RDP), Remote Support Tools, Visio
· **Networking & Security:** Basic Networking (TCP/IP, DNS, DHCP, VPN), Group Policy, MDM Solutions (Microsoft Intune, Maas360), Firewall and Access Control Basics
· **Scripting & Automation:** PowerShell, Bash, Python, Power Automate (Beginner)
· **Collaboration & Productivity Tools:** Microsoft 365 Suite (Teams, Outlook, Word, Excel), Adobe Creative Suite
· **Programming & Web Tools:** Python, Java, C++, HTML, CSS, JavaScript, Bootstrap, WordPress, SQL
· **Development & Version Control:** Eclipse, NetBeans, Jupyter Notebook, Git