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OBJECTIVE

Seeking a challenging role in IT service management to leverage my technical expertise and leadership skills in optimizing operations and enhancing service efficiency.

SUMMARY

- Results-driven IT professional with expertise in incident management, service desk operations, and technical support.
 - Skilled in troubleshooting, process enhancement, and mentoring teams to improve performance.
 - Strong communication and problem-solving abilities with a passion for continuous learning.
 - Able to present information, status and issues in a clear and concise manner with the goal of driving to a decision.
 - Strong ability to reach goals, excellent customer handling skills.
 - Ability to work independently and as a part of a group.
 - Aptitude of learning and rapidly mastering new applications and technology.
 - Good analytical skills with proficiency in debugging and problem solving.
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CORE COMPETENCIES

Service Now | Azure | Cisco Any Connect | Citrix | Global Protect | Active Directory
| Office365 | Intune | Bit Locker | IT Service Management | Technical Support | Incident
Management | Troubleshooting & Debugging | Office 365

ORGANISATIONAL EXPERIENCE

Company Name- Globalteck Prosolutions

November 2023–Aug 2025

Job Function- Service Desk

Job Title - Service desk Analyst

Key Deliverables and Responsibilities:

- ITS Service Operations, Incident Management and Service Desk Operations.
- Responsible for communicating with the Incident Process Owner.
- Act as a Single Point of contact for all Major Incidents. Restore a failed IT Service as quickly as possible. Facilitate Technical Bridge engaging support teams to ensure faster resolution.
- Represent the first stage of escalation for Incidents.
- Monitor the incidents to ensure that the Service Level Agreement is respected.
- Escalates (Functional/hierarchical) to appropriate level of management on a timely basis to drive incident resolution.

- Responsible for driving major incidents with in defined timeline.
- Ensure that Executive Notifications (i.e. Business Communications &P1/P2 notifications) are drafted, properly approved, and sent for all P1 Incidents that fit the criteria of a true business impacting event.
- Determines if an incident needs to be escalated according to priority and severity of issue.
- Handling P1/P2/P3 tickets and managing a 911 bridge call.
- Responding to mails or calls made by Service Desk or Specialist Support Team on time.
- Contacting the User / Customer / Incident Reporter for additional information as and when required
- Updating the incident record with any additional information.

Accomplishment:

- Email id changes Support
- Week end Activity for Change Management Team
- Cross Functional Team Support.
- Effective Shift Handoff
- Unplanned Outage Notifications
- Software Installs
- Critical Ticket Handling
- Remote Support – A capability by L2

Company Name- Global logic India Pvt Ltd

Sep2022–Oct2023

Job Function - Service Desk

Job Title - Analyst

Accomplishment:

- Emailing Technical Updates which helps in resolving the issue quickly.
- Sending productivity report to the Team
- Assisting Tech's in searching parts effectively
- Providing Resolution to the floor in absence of L2.
- Conducted Dispatch Refresher Training.
- Setting up Windows 10 Kiosk and updating known issue on a regular basis.
- As an L2 backfilling and supporting other team in absence of respective L2
- Identify and support focus group agent and help them in improving the scores to achieve their target.
- Help agents in technical trouble shooting and making sure to complete call as quick as possible with a qualitative resolution.
- Identify scope of improvement and conduct training s timely to up skill agent's knowledge.
- Helping Google Support Team to achieve the targets.

Company name: Smart Choice IT Technologies Solution Pvt Ltd

Sep2019–Aug2022

Designation: Software Engineer

Accomplishment:

- Worked in Google Process as technical support executive
- Worked in Symantec Process as technical support executive
- Then being given a chance to train new hires about the PnP
- Was a part of Pilot process for Symantec Premium Services
- Also had a chance to work as Acting L2 for my team.
- Was a part of Pilot process for Symantec Premium Services
- Monitoring the Call queue, managing breaks for teams efficiently.
- Managing Crises situations with less impact on production.
- Hourly production stats update to clients via Reports.
- Sending value added reports which will help the production go smoother, which ends up in more revenue.
- Training new candidates who join the Technical Support team, scheduling the seating plan.

TRAINING AND CERTIFICATION

- ITIL V4
- Azure Fundamental
- Network Fundamental

EDUCATION

- BE from Visvesvaraya Technological University Belagavi in the year 2019
- Diploma from Department of Technical Education Bangalore in the year 2012
- SSLC from Karnataka secondary Education Examination Board in the year 2007

PERSONALVITAE

- Father Name : Naziruddin
 - DOB : 21-03-1992
 - Languages : English, Hindi, Kannada, Urdu.
 - Sex/Marital Status :Male/Married
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