

PRADEEP TALWAR

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Career Objective: To obtain a position in a company that will allow me to enhance and broaden my technical capabilities in Technical Support and my Information Technology skills.

Qualifications and Attributes

- Ambitious
- Self management capabilities
- Excellent problem-solving and decision making skills
- Enthusiastic, hardworking individual
- Results oriented, relationship builder
- Adaptable, a creative thinker
- Communicate well orally and comprehend the way in which business is conducted
- Holds a positive attitude and is initiative, energetic and dependable.
- Able to set goals and priorities in work

Work Experience

ATAC	Toronto, Ontario
Customer Support Specialist (Self-Employed)	Mar. 2023 – April. 2024

- Provide Customer Support for QuickBooks Online Software (SAAS).
- Help Small Business Owners with navigating the software & resolving technical issues.
- Help Customers with reconciling their accounts, troubleshooting bank feeds and different software-related issues.
- **Tools: Salesforce, Slack, Microsoft Office Suite, TeamViewer**

Cognizant	Markham, Ontario
Service Desk Analyst (Permanent/Full-time)	July 2021 – Mar 2023

- Provide Level 1 & 2 Technical Support to BMO employees across United States and Canada.
- Help with training of Offshore Employees for Evening/Night Shift.
- Enroll Corporate/BYOD (IOS/ Android) devices in AirWatch.
- Perform App installs, Profile Configurations, Data wipes using AirWatch and also prepare for asset disposal in accordance with the process.
- Provide support for Outlook/Lotus, MS 365, Network Troubleshooting, Virtual Machine/Citrix issues, macOS/Windows, IOS/ Android Mobile issues.
- Use Active Directory for creating, managing, unlocking and resetting accounts.
- Update/Create tickets with accurate and timely records of status, work performed, and resolution details. (ServiceNow).
- Escalate issues, requests, and tickets to Level 3 or 3rd party vendors when necessary.
- Convey technical procedures and directions in layman terms over the phone and email.
- **Tools: ServiceNow, RDP, Bomgar, Pulse Secure VPN, Citrix, Microsoft Outlook, Active Directory, AirWatch, VMware, Cisco AnyConnect, Avaya Workplace, Microsoft 365, macOS, Windows 10/11, DHCP, DNS, LAN, WI-FI**

ATAC

Customer Support Specialist (Self-Employed)

Toronto, Ontario

Mar. 2019 – July. 2021

- Provide Customer Support for QuickBooks Online Software (SAAS).
- Help Customers with reconciling their accounts, troubleshooting bank feeds and different software-related issues.
- **Tools: Salesforce, Slack, Microsoft Office Suite, TeamViewer**

Pet Valu

Help Desk Analyst (Contract/Full-time)

Markham, Ontario

July. 2017 – June. 2018

- Provide technical support for internal and external users by phone and email.
- Test, configure, and ship equipment out to stores across Canada and the United States.
- Remotely connected to store systems and laptops with TeamViewer/VNC software to update applications.
- Help Technical Support team with Auditing, Data Wiping & Re-Imaging of laptops.
- Help with reviewing & updating the IT Help Desk Knowledgebase.
- **Tools: Fresh Service, Zendesk, Active Directory, Microsoft Dynamics, Blanco Drive Eraser, TeamViewer, VNC, Cisco AnyConnect**

Pitney Bowes

Product Support Specialist (Contract/Full-time)

Ajax, Ontario

Mar. 2016 – April. 2017

- Provide technical support for Pitney Bowes mailing machines and software.
- Responsible for troubleshooting connection issues, printing issues & software related issues.
- Provide walkthrough of new installs & training to clients.
- **Tools: Salesforce, SAP, IBM AS/400**

Teranet Inc.

Customer Care E-Services Specialist

Toronto, Ontario

Aug. 2011 – Aug. 2014

- Provide customer support for Do Process Software through phone, email & live chat.
- Provide tier 2 support and performed root cause analysis to report software bugs.
- Provide customers with implementation of software and training.
- Code different Lender Forms using XML and internal programming codes.
- Found out accurate solutions of client's problems by meeting pre-defined quality measurements.
- **Tools: Zendesk, XML, SQL, Bomgar, Jira, Adobe PDF, Microsoft Office Suite**

Education and Training

CompTIA Network+ N10-009 (On-Going)

Programming Languages: .NET C#, SQL, C, Java, JavaScript, HTML/CSS, Python

FreeCodeCamp, Responsive Web Design Developer Certification, **2023**

Coursera, Google IT Support Specialization, **2018** (CompTIA A+, ITF+ Material)

Toronto Metropolitan University, Bachelor of Engineering (Computer Engineering), **2014**

REFERENCES WILL BE FURNISHED UPON REQUEST