

# PRADEEP TALWAR

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MARKHAM, ONTARIO L6E1G1

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## Work Experience

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**ATAC** **Toronto, Ontario**  
**Customer Support Specialist (Self-Employed/Part-time)** **Nov. 2019 - Present**

- 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
- Helped with training of Offshore Employees for Evening/Night Shift
- Provide support for Outlook/Lotus, MS 365, Network Troubleshooting, Virtual Machine/Citrix issues, IOS/Android Mobile App issues
- Used Active Directory for creating, managing, unlocking and resetting accounts.
- Conveyed technical procedures and directions in layman terms over the phone and email.
- **Tools: ServiceNow, RDP, Bomgar, Citrix, Microsoft Outlook, Active Directory, Microsoft 365, DHCP, DNS, LAN, WI-FI**

**Pet Valu** **Markham, Ontario**  
**Help Desk Analyst (Contract/Full-time)** **July. 2017 - June. 2018**

- Provide technical support for internal and external users by phone and email.
- Tested, configured, and shipped 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**

## Education and Training

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CompTIA A+ (On-Going)  
FreeCodeCamp, Responsive Web Design Developer Certification, **2023**  
Ryerson University, Bachelor of Engineering (Computer Engineering), **2014**

REFERENCES WILL BE FURNISHED UPON REQUEST