

# 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

## Summary of Software Skills

<i>Platforms</i>	Windows 7/10/11, Windows Server 2008, Unix/Linux (various)
<i>Languages</i>	.NET C#, SQL, C, Java, Javascript, HTML/CSS, Python
<i>Software</i>	Slack, Salesforce, ServiceNow, Fresh Service, Oracle SAP, Microsoft Outlook, Citrix Receiver/Workspace, Microsoft Office Suite, MATLAB v 7.0 (SIMULINK), Electronics Workbench, Blancco Drive Eraser, MS Word, MS Excel
<i>Networking</i>	LAN, WAN, WI-FI, TCP/IP, DHCP, DNS
<i>Bug Tracking Tools</i>	JIRA
<i>RDBMS</i>	MS Access, MS SQL Server
<i>Applications</i>	Distribution, Warehousing, Financial

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## Work Experience/Projects

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### *Cognizant*

Markham, Ontario

#### **Service Desk Analyst (Contract-> Permanent)**

July 2021 – Mar. 2023

- Provide 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
- Used Active Directory for creating, managing, unlocking and resetting accounts.
- Conveyed technical procedures and directions in layman terms over the phone and email.

### *ATAC*

Toronto, Ontario

#### **Customer Support Specialist (Contract/Self-Employed)**

Nov. 2019 – July 2021

- Provided Customer Support for QuickBooks Online Software.
- Helped Small Business Owners with navigating the software & resolving technical issues.
- Helped Customers with reconciling their accounts, troubleshooting bank feeds and different software-related issues.

### *Pet Valu*

Markham, Ontario

#### **Help Desk Analyst (Contract)**

July. 2017 – June. 2018

- Provided 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 software to update applications.
- Used Active Directory for creating, managing, unlocking and resetting accounts.
- Helped Technical Support team with Auditing, Data Wiping & Re-Imaging of laptops.
- Helped with reviewing and updating IT Help Desk Knowledgebase articles.

## Education and Training

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Resume Website: <https://starlit-taiyaki-e13f99.netlify.app/>

COMPTIA A+ (On-Going)

Coursera, Healthcare IT Support Specialization, 2023

FreeCodeCamp, Responsive Web Design Developer Certification, 2023

Ryerson University, Bachelor of Engineering (Computer Engineering), 2014

**REFERENCES WILL BE FURNISHED UPON REQUEST**