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
- Able to set goals and priorities in work

Work Experience

University Health Network (UHN)   **Markham, Ontario**
IT Service Desk Technician (Permanent/Full-time)   **July 2021 – PRESENT**

Cognizant   **Markham, Ontario**
Service Desk Analyst (Permanent/Full-time)   **July 2021 – April 2024**

- 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, Network Printers, Peripherals.
- 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**

Concentrix   **Markham, Ontario**
Technical Support Advisor (Seasonal)   **Sept. 2020 – Feb. 2021**

- Provide Phone/Email Support for Oculus VR which is part of Facebook
- Technologies LLC.
- Achieve and maintain target performance and on-time metrics.
- Help Customers with Level 1 Hardware device issues, Refunds/Replacements and different account/software related issues.

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.
- 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   **Ajax, Ontario**
Product Support Specialist (Contract/Full-time)   **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**

Brock Solutions   **Kitchener, Ontario**
Software Support Specialist (Contract/Full-time)   **July.2014 – Dec. 2014**
- Provide tier 2 support for different systems at Pearson airport.
- Perform various health checks on Toronto Pearson servers and their database
- Track bugs and created various reports using Jira and EazyBI
- Create/Update various SQL scripts to query and update client data.
- **Tools: Jira, SQL, EazyBI, Java, Linux, XML**

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, Healthcare IT Support Specialization, **2023**

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

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

REFERENCES WILL BE FURNISHED UPON REQUEST