

# 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 2019, Unix/Linux (various)
<i>Languages</i>	.NET C#, SQL, C, Java, Javascript, HTML/CSS, Python
<i>Software</i>	Slack, Salesforce, ServiceNow, Zendesk, Fresh Service, Oracle SAP, Remedy, Microsoft Outlook, Citrix Xenapp, 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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**ATAC**

**Markham, Ontario**

**Service Desk Analyst (Contract/Self-Employed)**

**July 2021 – Present**

- 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.

**ATAC**

**Toronto, Ontario**

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

**Nov. 2019 – July 2021**

- Provide Customer Support for QuickBooks Online Software.
- 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.

**Pet Valu**

**Markham, Ontario**

**Help Desk Analyst (Contract)**

**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.
- Used Active Directory for creating, managing, unlocking and resetting accounts.
- Help Technical Support team with Auditing, Data Wiping & Re-Imaging of laptops.
- Help with reviewing & updating the IT Help Desk Knowledgebase.

## **Education and Training**

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CompTIA A+ (On-Going)

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

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

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

**REFERENCES WILL BE FURNISHED UPON REQUEST**