PRADEEP TALWAR

7 HOLLYHOCK ST.   PHONE: 437-980-8204

MARKHAM, ONTARIO L6E1G1   E-MAIL ADDRESS: PTALWAR528@GMAIL.COM

Work Experience

Cognizant   **Markham, Ontario**
Service Desk Analyst   **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**

ATAC   **Toronto, Ontario**
Customer Support Specialist (Contract/Self-Employed)   **Nov. 2019 – July 2021**

- 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**

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.
- 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

CompTIA A+ (On-Going)

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

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

REFERNCES WILL BE FURNISHED UPON REQUEST