Lawrenceville, GA

Shagufta Motorwala

Desktop Support | Senior Analyst

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**SYNOPSIS:** Six years of professional experience in providing onsite and remote technical support in a fast-paced Deskside Support environment servicing different System Devices including Laptops, Desktops, Cisco Phones etc. while supporting Microsoft Office 365, Help Client with account logged down also help them with Mobil IM application on the phones, New setup for client & help clients with server applications, Active Directory and Service Management systems such as Service Now.

**EXPERIENCE SUMMARY**

* Excellent customer service skills, including the ability to work with users of all ability levels.
* Extremely detail-oriented and ability to consistently follow team procedures and documentation.
* Ability to quickly learn several proprietary applications that are core to the firm.
* Experience working with ITSM and service management systems such as Service Now.
* Experience troubleshooting Windows systems.
* Extensive desktop support/technical support experience.
* Strong experience with Active Directory.
* Strong support knowledge of Windows desktop OS (Windows 7 & 10)
* Strong support experience with MS Office suite and Office 365.
* Strong support experience with remote management technologies such as SCCM.
* Strong support experience with multiple web browsers (Google Chrome, Explorer, Firefox, Safari).
* Strong experience with network printer support in an Active Directory environment.
* Strong experience supporting a wide range of specialty applications outside of normal productivity software.
* Strong experience using Windows diagnostic tools, Active Directory, and other server-hosted applications.
* Excellent telephone, oral and written communication skills.

**TECHNICAL SKILLS:**

* **Ticket Tracking Tools:** ServiceNow.
* **Software**: MS SQL, MS Office (Word, Excel, Outlook, PowerPoint), SCCM.
* **Browsers**: Internet Explorer, Firefox, Chrome, Safari.
* **Hardware**: PCs, Laptops, Cisco Phone Systems, Printers, Routers, Modems.
* **Networking**: LAN & VPN/Remote Connectivity, TCP/IP.
* **Platforms**: Windows, Unix, NetWare Servers,

**PROJECTS:**

***COX, Inc.***

# Dunwoody, GA Oct 2017 – Present

**Cox**, **Communication .Inc**

***Responsibilities:***

* Adhering to SLAs
* ITIL Processes awareness and adhering to
* Reporting to the Track Lead / Team Lead
* Handling tickets / requests to troubleshoot the nature of reported problems and taking necessary steps to resolve those problems.
* Troubleshooting technical issues.
* Ensuring that the processes are adhered to
* Building and configuring PCs and laptops as well as loading software, Setup applications like outlook, Wi-Fi, VPN and Backup.
* Setup and troubleshooting printer/faxes/copiers/RF guns or phone equipment in offices.
* Tracking work tickets on ITIL based ticketing system like Service Now & Remedy.
* Troubleshooting network connectivity issues and diagnosing and solving hardware/software issues.
* Performs repairs on computers, laptops, printers and any other authorized peripheral equipment.
* Improves and maintains customer and employee satisfaction.
* Performing asset inventory activities as needed.
* Create documentation for process and procedures.
* Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives.
* Providing frontline customer support at the Genius Bar, including hardware and software troubleshooting and diagnosis. Assisted with answering incoming calls to the Help Desk when volume required.

***Simaq, Inc.*** *June 2014 –May 2017* Wilmington, DE

Simaq supports many multinational firms for their IT solutions and required their Tier 2 Desktop Support Analyst to provide IT support to the company Managed Desktop users or customers. This involved user support for all enterprise related software and other end-user support duties as assigned by using the

ServiceNow tracking software, to document, assign, and manage incidents and requests presented to Managed Desktops and Hosted Services by our customer base.

**Responsibilities:**

* Responded to telephone, email, IM, and Incident Management tracking system requests for support, including problem analysis, initial resolution and/or escalation.
* Communicated with customers regarding their issue, both verbally and by written correspondence.
* Communicated with IT personnel to document customer issues, create assignments, and manage support requests from initial reporting through resolution.
* Provided Tier 2 troubleshooting and resolution for incidents and requests for desktops, laptops, tablets, printers, applications, and associated peripherals.
* Managed small to medium scale desktop support projects for our customer departments.
* Met departmental quality assurance standards, service and policy requirements, and key performance indicators to deliver enterprise quality support.
* Used the ServiceNow tracking software, to document, assign, and manage incidents and requests presented to Managed Desktops and Hosted Services by our customer base.
* Created detailed documentation for the Support Services Help Center, both internal and external facing  Worked on overlapping schedule when necessary to provide coverage during business hours.

***USNETS***

# Edison, NJ March 2013 –May 2014

USNETS provided central administrative and academic IT services to the University. USNETS staff were committed to providing the best possible IT systems and services for the students, faculty and staff of many educational institutions. In order to accomplish their goals, USNETS required their Level 1 support analysts to log in and manage incidents using the Incident Management tracking system to support, and provide initial resolution and/or escalation.

***Responsibilities:***

* Log all support requests in ServiceNow and possibly resolve general and repeated issues.
* Reviewed open tickets daily, promptly following up on tickets that have been updated by the user.
* Maintained accurate and up to date notes in all tickets
* Provided exceptional customer service in every interaction
* Ensured that initial response, ongoing communication and resolution times were within established SLAs
* Maintained professional demeanor at all times
* Escalated ticket to the Level 2 or Level 3 when appropriate.
* Installation, maintenance and support of desktops, laptops, servers, networking gear and printers
* Supported Windows 7 and Windows 8
* Managed and supported Office 365
* Support Microsoft, business and third party applications
* Coordinated and supported all desktop add/moves in the contact center
* Performed pc replacement/upgraded ensured that the transition was smooth for the end user
* Participated in an on call rotation with the rest of the Support Services Team provided after hours and weekend support when needed (one week every few months)
* Assisted with answering incoming calls to the Help Desk when volume required

**EDUCATION**

* Bachelor of Science – University of Mumbai  Aptech Computer Certification – Mumbai.

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