

ROSHAN RAY

CONTACT

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EDUCATION

GURUNANAK COLLEGE, SION

Bachelor of Science in IT - 2019
6.82 CGPA

VIDAYALANKAR POLYTECHNIC

Diploma in Computer Engineering -
2016
75%

MD COLLEGE, PAREL

HSC - 2014
54%

SSDHS, SION

SSC - 2012
73%

SKILLS

- Technical Support & Troubleshooting
- Incident Management
- Cross-Team Support
- JIRA / Confluence
- RDP Support
- Problem-Solving & Analytical Skills
- Active Directory Management
- Understanding of SQL and NoSQL
- Cloud knowledge of Azure and AWS
- Linux Administration

ABOUT ME

IT professional with experience validating technical content, including cloud computing and Linux-based articles. Possesses strong analytical skills, adaptability, and a proactive learning mindset, complemented by effective teamwork. Passionate about contributing to IT projects, maintaining high-quality standards, and enhancing operational efficiency.

WORK EXPERIENCE

SHOUTPRENEUR LLP – TECHNICAL SUPPORT

Client: Docs.Vultr.com (Nov 2024-Present)

- Validate and test cloud computing and Linux articles (e.g., "How to install Git on Ubuntu") for technical accuracy and adherence to Vultr guidelines.
- Review and approve submissions through the Creator Dashboard, ensuring quality and proper formatting before sending to proofreading.
- Handle published article updates via JIRA, make corrections, and re-validate content for accuracy.
- Collaborate with cross-functional teams to provide technical input and support for articles that fall outside the standard scope.
- Ensure documentation is complete and consistent by flagging errors or missing steps.
- Coordinate with stakeholders to improve the documentation review and update process.

HCL TECHNOLOGIES – SPECIALIST(L2)

Client: AMD (Feb 2024-Nov 2024)

- Provide support to users via email, calls, chat, and web, resolving IT issues efficiently.
- Manage and maintain Office 365 licenses and products for users.
- Deliver Active Directory support, including account management and access permissions.
- Create and manage P1 and P2 incident tickets, ensuring timely resolution.
- Perform Root Cause Analysis (RCA) to identify and prevent recurring issues.
- Act as a Subject Matter Expert (SME), offering guidance and technical expertise.
- Provide remote support using Dameware for troubleshooting and software installation.
- Handle escalations, manage communications, and coordinate dispatch services.
- Support users by troubleshooting IT issues and performing remote problem resolution.

CERTIFICATION

- CCNA FROM RST FORUM
- AZURE FUNDAMENTAL CERTIFIED (AZ-900)
- ITIL FOUNDATION CERTIFICATION (HCL INTERNAL)

PERSONAL DETAILS

| | |
|------------------------|-----------------|
| Date of Birth: | 30/03/1996 |
| Marital Status: | Single |
| Nationality: | Indian |
| Languages: | Hindi, English |
| Hobbies: | Football, Chess |
| Activities & Interest: | Travelling |

AWARDS

- GEM OF THE MONTH AT QUES CORP
- ENGINEER OF THE MONTH AWARD
- APPRICIATION FOR MOST INCIDENT RESOLVE

QUES CORP LIMITED – SERVICE DESK ENGINEER

Client: HP India, Relience (Jan 2023 - Feb 2024)

- Provide remote and application support to store managers, addressing a variety of technical issues.
- Utilize ticketing tools to manage and resolve issues efficiently, ensuring on-time resolution.
- Handle issues related to Back Office (BOH), Outlook, printers (Zebra, HP LaserJet, Deskjet), and the RPOS application.
- Resolve escalated tickets from L1 support.
- Conduct training sessions for L1 engineers.
- Provide on-call support as needed for critical issues.
- Document issues and solutions for knowledge base articles.
- Working as an Email Admin and taking care of all the email escalations.

SHOUTRANK PVT. LLP – IT SUPPORT ENGINEER

On Site (Aug 2020 to Oct 2022)

- Troubleshoot and resolve desktop, laptop, and peripheral hardware issues.
- Support software installation and configuration.
- Perform network troubleshooting and basic server maintenance.
- Assist with the deployment and setup of new hardware.
- Communicating with clients over call.

TELEPERFORMANCE – CUSTOMER SERVICE ASSOCIATE

Client: OLA Partner (Aug 2019 to Apr 2020)

- I worked as a Customer Service Associate at Teleperformance Global Services Private Limited.
- During the working Period, I have to talk to OLA Driver Partners and fix their queries related to the OLA Partner App.

I HEREBY DECLARE THAT THE INFORMATION AND FACTS STATED ABOVE ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Place:

Roshan Ray