



Palak Parekh

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Gender : Female
Date of Birth : July 1992
Nationality : Indian
Employment Status : Foreigner
Country of Residence : India

Employment History

I have been working for 2 year(s).

IT Helpdesk Analyst

NCR corporation

1 Aug 2016 - Present

Job Function Help Desk & IT Support
Industry IT / Telecommunications

Job Duties

- Level 1 support for PC client issues e.g. desktop/laptop hardware, software, OS, printers and mobile setup.
- Analyze the symptoms, determine the root cause, review Knowledge Base instructions, provide resolution and document the relevant details.
- Follow-up with Level 2 support teams for timely completion of tasks.
- Air-watch MDM Configuration and troubleshooting on devices.
- Co-ordinate with third-party vendors like Dell and Canon for hardware issues.
- Proficiency with Virtual Private Network, Office 365 and Outlook.

Achievements:

- Maintained customer satisfaction rate of 100%
- Awarded •Employee of the month• twice times for delivering outstanding technical support and customer service.
- Closed 95% of trouble tickets on the first call without escalation.

Education

Shayog college of management studies

2017

Education Level : Masters
Field of Study : Information and Communication Technology

Mumbai university

2014

Education Level : Degree
Field of Study : Computer Engineering

Technology Proficiency

Process Flow and Call tracking tools:

ITLI incident management service process, service now

Software:

MS Office, Oracle

Browser:

Chrome, Internet Explorer, Firefox, Safari

Networking

LAN and VPN / remote connectivity

Operating System

Windows, UNIX

Programming Languages

Java, JavaScript, C++, html

Database Language

SQL

Language

English

Good

Hindi

Good

Gujarati

Good