

IT Helpdesk Analyst

Bachelor of Computer Application + Computer Systems Technician – delivers innovative technical solutions

Network Administration – IT Infrastructure Support – Customer Service – Systems Administration - CCNA

Analytical, detail-oriented and performance-driven IT Help Desk Analyst and Support Specialist with extensive theoretical and hands-on progressive experience in technical support, maintenance and improvement of internal systems, servers, and networks. Strong background in troubleshooting devices, in-depth knowledge of Office 365 and Windows 10 operating systems, mobile devices, browsers, local account management, basic network operations, ticket system functionality, and system management tools, usage of VPN virtual machines and virtual desktops, administrator rights. An excellent communicator with outstanding customer service skills and a genuine enthusiasm for resolving business challenges through technical innovations.

- Network Administration
- Help Desk Functions & Tasks
- Customer Service & Support
- Cyber Security & IT Architecture
- Software & Hardware Solutions
- Certified Ethical Hacking Program
- Customer Service Excellence
- Operating Systems
- IT Support & Maintenance

Technical Proficiencies: Programming languages & libraries: Java, Python, Terraform, Ansible, C#, JSON, Linux | Container Technology: Dockers, Kubernetes | Software Application and Tools: Microsoft Office 365, Microsoft Remote Desktop, Desktop Central, Artifactory, eSMT support ticket management system, ICE (Calling System), Graylog, Grafana, Gitlab | Security Applications: Trend Micro, Qualys, Zscaler | Cloud Computing: AWS (Amazon Web Service) and Microsoft Azure | DevOps Tools: Nexus, Jenkins, GIT, OpenShift | Operating Systems: Windows 7/8/10, macOS (Mojave & Catalina) | Project Management: Jira, Confluence

HIGHLIGHTS

- **IT support experience** with proven ability to maintain and service IT infrastructure and drive innovative solutions.
- **Demonstrated experience** in networking technologies, system administration, maintenance, migrations & upgrades.
- **PC Tech / Technical Support Specialist** with a proven ability to explain technical details in simple language.
- **Capacity to use analytical tools** to identify needs, solve problems, and implement systems and process optimization.

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

2020-present

Nordia Inc., (Bell MTS), Barrie, ON

Handpicked to prioritize and address IT service incidents within ticketing system to effectively meet the needs of clients across a broad spectrum of industries. Provided 1st and 2nd level support on issues escalated from the Help Desk. Installed software/hardware, maintained & repaired equipment, troubleshooted computer issues and configured computer networks

- Supported internet clients and email users including creating new accounts, resetting passwords and troubleshoot issues for modem, router, emails, Internet and TV. Provided expert information and advice to customer on new product and services regarding Internet and Tv like Wi-Fi speed booster, webmail platform, speed and data usage of internet.
- Liaised with software/hardware vendors for further troubleshooting. Investigated issues reported by customers and dealers in timely and efficient manner. Answered technical questions regarding software products and requirements.
- Maintained appropriate records and documentation of work performed and ensured timely communication with supervisors.
- Handled local PC breaks and fixes, replacing parts, reimaging, troubleshooting, network/system management, wireless and ethernet troubleshooting and resolution, and installation, removal, addition, and changing of laptops and related software.
- Provided exceptional customer satisfaction with a minimum 95% resolution of reported incidents within SLA parameters.

ACHIEVEMENTS SNAPSHOT

- ★ Demonstrated technical leadership in network administration, system administration, customer support and equipment support to ensure smooth and effective operations.
- ★ Provided individualized advice related to technical issues, educated customers on the features, products, and services available for higher speed internet connection.

Key Impact: resolved issues by researching documentation, troubleshooting configuration of cables/modem functionality, guiding client through corrective steps, escalating problems to second level, and tracking status of problem and solutions.

OTHER RELEVANT EXPERIENCE

Technical Supervisor (Team Leader) / RGIS Inventory Specialists Limited, Barrie, ON

2019-2020

Brought on board to lead and mentor a high-performing team and troubleshoot and maintain company's equipment.

Demonstrated excellent communication skills, problem solving, and decision-making skills with advanced technical literacy

- Successfully diagnosed mechanical, hardware, software, and system failures using established guidelines and procedures.
- Performed inspection, troubleshooting and maintenance; reported operation deficiencies to senior management.
- Hired, trained and developed employees; promoted a workplace culture that emphasized quality, customer service and performance standards. Recognized by peers as a leader in team approach, quality control practices, and positive attitude.
- Ensured the provision of customer service excellence; assisted customers with questions, inquiries, and complaints.
- Proactively built and maintained strong customer relationships, ensured effective communication between clients, partners, stockholders, and all business units, and proactively implemented solutions to meet customer needs and expectations.

Key Impact: delivered excellent results and remained consistently dedicated to my clients throughout the process.

PROJECTS (academic)

Client Server Dice Game / Georgian College Barrie, ON

2019-2019

- Led a project that programmed a game to make multiple clients play with the server using socket programming in C language. The C server was created and made multiple child processes by using fork () for multiplayer.

Onboarding Software Automation / Georgian College Barrie, ON

2019-2019

- Developed an automation solution for onboarding new machine software using Ansible Scripts and executed it through AWX platform. The software's was deployed through the AWX platform on new machines according to their requirements.

Visa Café / L.J. College of Computer Application, India

2018-2018

- Developed a visa consultancy online software for maintaining the process of application of a client group. Led the project and was responsible for on-site troubleshooting of software, hardware and network issue.

PROFESSIONAL DEVELOPMENT

Georgian College Barrie, ON

Computer Systems Technician (Networking Co-op with Hons), 2021

L.J. College of Computer Application, India

Bachelor of Computer Application with Hons, 2018

ADDITIONAL TRAINING/CERTIFICATION

Completed training of Cisco Certified Network Analyst (CCNA)

Certification of Valid Worker Health and Safety Awareness

Attended IOS Development Seminar & AWS Event in Toronto