**Service Desk Analyst**

Kamal Srungarapu

Phone: 07879958168

ID:skamalkumar@gmail.com

Address: 55D Longside House

Longside Lane, Bradford

West Yorkshire, BD7-1SA

# Objective

To secure a position that will allow me to utilize my skills and experience to benefit a growing company.

# Skills

Microsoft 365, OneDrive, Teams, Python, Terminal Scripting, and R.

# Work Experience

## Team Lead/Analyst

**AHCS Limited**­ June 2015 – December 2020

* Team Lead for multiple customer accounts.
* Evaluate service desk analyst issues and assign corrective actions.
* Working with 2nd level to resolve high priority issues in a timely manner for client.
* Accurately documented, researched and resolved client issues.
* Acted professionally and patiently when addressing negative customer feedback.

## Service Desk Analyst/Dealer

**Remora Financial Services** ­ 2008 – 2015

* I monitor the ticketing system for incoming tickets, updates, and closures.
* Provide initial call resolution phone support.
* Update current and create new documentation as needed to assist future and current employees.
* I have learned at a rate much faster than anyone else before me.
* Skills Used Active directory, exchange, shared files and printers, remote support, desktop support, server monitoring, ticketing system knowledge, customer service, quick learning and thinking, and any other skill that has to be picked up or used on the fly as needed.

# Education

Postgraduate in Finance and Investment (University of Bradford, England)

Graduate in Computer Science (Andhra University - Visakhapatnam, India)