



TOM S. CHEMMALAKUZHYY

Service Desk Analyst

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tomchemmalakuzhy@gmail.com

<https://tombuilds.github.io/Portfolio/>

8750 E McDowell Rd, Apt 22,
Scottsdale, AZ 85257

EDUCATION

Computer Science, MS
UNIVERSITY OF HERTFORDSHIRE
2023 – Present

- Concentration in Software Engineering
- Principles of Machine Learning & AI Programming
- Data Structures & Algorithms

Holistic Nutrition, BS
University of Natural Health
2018 – 2020

- Certified Natural Health Practitioner
- Certified Holistic Nutrition Practitioner

SKILLS

- Python 3
- HTML/ CSS
- JavaScript
- SQL
- Active Directory
- Office 365
- ServiceNow
- Powershell

REFERENCES

Rejoys Thomas
Apple / Global Suuply Manager

Phone: +1 269-569-5811

Email: rejoy18@gmail.com

Tushar Agarwal
Global Payments / Product Owner

Phone: +1 404-402-6490

Email: tush2014@gmail.com

ABOUT ME

Ambitious Master's in Computer Science candidate with a drive for innovation, showcasing academic excellence and hands-on experience in software development. Skilled in leveraging technology for efficient solutions, I am eager to contribute creative and technical proficiency to a dynamic technology position.

WORK EXPERIENCE

Service Desk Analyst 2023 – Present
Verra Mobility | Mesa, AZ

- Provided first level accurate and creative solutions to customer issues of up to serious and critical nature ensuring productivity and escalating as necessary.
- Provided technical support for issues related to computers, phones, printers, software, and hardware.
- Managed Service Desk email, chat, and web portal(s) by recording, processing, and escalating ITSM tickets appropriately.
- Leveraged ServiceNow to log, track, and resolve over 307 weekly tickets related to software and hardware issues, maintaining a 98% resolution rate.
- Developed custom software to meet user requirements, including the automation of systems, data analysis, and reporting to maximize efficiency and accuracy.

IT Support Specialist 2022 – 2023
Love My Colon | Tempe, AZ

- Offered technical assistance for issues related to computers, phones, printers, software, and hardware.
- Streamlined client data with Booker and Microsoft Excel, improving profiling efficiency for increased bookings.
- Adept at installing, testing, and troubleshooting a variety of hardware and various software applications.
- Organized emails and messages according to priority and forwarded tickets to owner or staff.
- Analyzed network security & current infrastructure to develop solutions for areas in need of improvement.
- Automated marketing tasks with Messenger AI, cutting personnel costs by 10%.

Virtual Admin 2021 – 2022
Be More Clean | Remote

- Managed bookings and reservations while providing excellent customer service.
- Organized queries, emails, and messages according to priority and forwarded tickets to appropriate department or team member.
- Liase with remote team of 4 virtual assistants to ensure coordination of activities.
- Organized and maintained online company files, invoices, and other digital documentation.