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Summary

Help Desk Technician with 5+ years of experience providing first-level IT support to users, specializing in troubleshooting hardware and software issues across Windows and MacOS environments. Dedicated to resolving user inquiries efficiently and effectively, ensuring a smooth computing experience.

Skills

- Windows OS
- MacOS OS
- Troubleshooting (Hardware & Software)
- Hardware Support - Desktops, Laptops, Printers
- Software Installation & Configuration
- User Account Management
- Remote Support Tools
- ITIL Framework Basics

Experience

Help Desk Technician | ITMatrix Solutions | Indore, Madhya Pradesh | 2018 – Present

- Provided first-level technical support to over 100 users daily via phone, email, and ticketing system.
- Diagnosed and resolved hardware and software issues related to desktops, laptops, printers, and peripherals.
- Installed, configured, and maintained computer systems and applications according to IT policies.
- Documented troubleshooting steps and solutions in the company's knowledge base.
- Assisted with user onboarding and training on basic computing tasks.

Education

Diploma in Computer Hardware and Networking | Madhya Pradesh Institute of Technology | Indore, Madhya Pradesh | 2018

Projects

- **User Support Ticket Resolution:** Successfully resolved over 500 support tickets within a 6-month period, consistently exceeding service level agreements (SLAs). Implemented a new ticketing system workflow that reduced average ticket resolution time by 15%.