

Vikas Anappally

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SCARBOROUGH, ON

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PROFILE

Result-oriented IT professional with expertise in resolving hardware, software, and network issues. Recognized for delivering exceptional customer service and contributing to IT support. Experienced and detail-oriented individual seeking opportunities as a Analyst. Adept at providing technical support and troubleshooting complex issues, with a keen interest in leveraging analytical skills to drive insights and enhance business decision-making processes. Committed to continuous learning and professional development in the field of data analysis.

TECHNICAL SKILLS:

- Data Analysis: MySQL, Excel, Power BI,
- Programming: Python, Java
- Operating Systems: Windows, macOS, Linux
- IT Support Tools: Active Directory, Ticketing Systems, Office 365, Microsoft Office
- Other: Virtual Systems (VMware, VirtualBox), Network Troubleshooting, System Administration Basics

WORK EXPERIENCE

IT Support Analyst

Jul 2019 - Jan 2023

Arch Hotel

- Utilized SQL and Excel for data analysis and reporting, contributing to process optimization and decision-making.
- Provided technical support to end users, resolving hardware, software, and network issues promptly and efficiently.
- Demonstrated strong problem-solving skills to diagnose and troubleshoot technical issues, ensuring minimal downtime for users.
- Delivered exceptional customer service, maintaining a positive and professional attitude while addressing end-users' needs and concerns.
- Collaborated with cross-functional teams to define data analysis requirements and develop solutions. Additionally, contributed to team training sessions on IT support tools and best practices.

IT Support Engineer

Dec 2016 - May 2019

Macmet Engineering Limited

- Diagnosed and resolved technical issues, including hardware and software problems, using a methodical approach to troubleshooting.
- Communicated technical concepts clearly to end-users, providing detailed instructions and guidance to resolve issues effectively.
- Documented support requests and solutions meticulously, maintaining accurate records to track issues and facilitate knowledge sharing within the team.
- Participated in continuous learning and professional development activities to stay updated on new technologies and enhance technical skills. Additionally, assisted in the development of IT support documentation and knowledge base articles.

EDUCATION

Masters of Engineering (Electrical and Computer Science Engineering)

Sep 2020 - Dec 2022

University of Windsor

CERTIFICATION

- Certificate in Big Data Analytics (education in progress from York University).
- CISCO Network Security and Support
- CISCO Introduction to Cyber-Security.