SANDEEP KUMAR

TECHNICAL SUPPORT ANALYST

🎅 Role	Sr. IT Technical Support Analyst
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🎯 Objective

I'm currently seeking a role as a **Senior IT Technical Support Analyst** With over 5+ years of experience in technical support and leadership, I focus on understanding customers' IT needs and delivering top-notch solutions. My goal is to ensure high customer satisfaction and constantly improve IT support services.

🧑 Professional Experience

Company	Role/Department	Years of Experience
SP Software P Limited/ Salesforce	Sr. IT Techforce Analyst - Technical Support	January 2022 - August 2023
Wipro Limited	Senior Associate - Technical Support/SME	May 2020 - October 2021
Cognizant Technology Solutions India Private	Process Executive - Data	July 2018 - April 2020

💪 Roles and Responsibilities

- Promptly responded to technical support inquiries via phone, email, and in-person, ensuring timely issue resolution.
- Diagnosed and resolved hardware, software, and network issues using troubleshooting techniques to identify root causes.
- Installed, configured, and maintained computer systems, software, and peripherals to optimize performance and functionality.
- Maintained detailed records of technical solutions and interactions, ensuring accurate and timely documentation of support interactions, solutions, and troubleshooting steps. Contributed

- to efficient problem-solving and decision-making processes by preparing accurate reports.
- Stayed updated on technological advancements and best practices to enhance skills and knowledge.
- Worked as a Subject Matter Expert supporting 30+ team members on Microsoft Teams and Google Meet.
- Actively supported team members in resolving technical issues and provided guidance when necessary.

🤖Interests

- I'm keen on the latest AI technology, especially in understanding how computers can understand and generate human-like text.
- I'm fascinated by Generative Pre-trained Transformers (GPT), which are smart programs that can write and understand text.
- I enjoy exploring how we can use these programs to create new content, understand languages better, and solve everyday problems in innovative ways.

👨‍💻IT Skills

Category	Skills
TICKETING TOOLS	Salesforce CRM, Microsoft Dynamics CRM, Service Now CRM.
APPLICATIONS USED	Basic Active Directory Navigation, AS400, Carbon Black Endpoint, Okta Admin, Tableau Admin, MFA, Citrix Director, JAMF Pro Basic Support, CyberArk (Password resets).
OPERATING SYSTEMS	**Windows**: 7, 8, 8.1, 10, 11. **macOS**: Big Sur, Monterey, Ventura, Sonoma. **Android**, **IOS.** and **Ubuntu.**
BROWSERS USED	MS Edge, Chrome, Firefox, Safari.
REMOTE TOOLS	Screen Meet, LogMeIn, TeamViewer, Any Desk.

👨‍🎓Professional & Academic Qualification

Qualification	Period	Institute/University
B.Sc.	Dec, 2017	Bhavan's Vivekananda College, Sainikpuri / Osmania University
XII	March, 2013	BIEAP (Andhra Pradesh Board of Intermediate Education)
X	March, 2011	SSC (Secondary School Certificate)

🏅Certifications

- Salesforce Certified Administrator • 2022
- Salesforce Certified Associate • 2023