Jafar Sadik

Senior Engineer (Service Desk)

📍 **Bangalore, KA, 560032**

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Professional Summary

Results-driven Senior Engineer with over 5 years of experience in IT support, incident management, and team leadership. Proven expertise in troubleshooting, domain migration, and technical support. Seeking to leverage my technical skills and customer-centric approach in a dynamic organization

Technical Skills

- **Performance Management**
- **Team management**
- **MS Office Troubleshooting**
- **Network Troubleshooting**
- **Network Printers (TS and setup)**
- **Windows Troubleshooting**
- **Domain Migration**
- **Incident Management**
- **ServiceNow Administration**
- **Outlook/One drive Troubleshooting**
- **Software Center**

- **Active Directory**
- **VMWARE horizon (VDI)**
- **Complaint & Problem Management**
- **Major Incident Management**
- **VPN Troubleshooting**
- **Basic knowledge of API**
- **Window Local administrator,**
- **Bit locker.**
- **HTML,**
- **C sharp (C#)**

Certifications/Course completed

- ❖ **Service now system administrator**
- ❖ **Combine power automate desktop and power automate**
- ❖ **Excel automation in power automate desktop**

Work History

Senior Engineer

Brillio Technologies Pvt Ltd, Bangalore, Karnataka

2022-06 – 2024-07

- ➢ **In Bound calls, Analytical problem solvers who will understand issues, evaluate solutions and work with colleagues, to resolve customer issues**
- ➢ **Problem solving skills and quick thinking to own & resolve customers' issues independently, thoroughly & efficiently**
- ➢ **Able to identify opportunities and upselling**
- ➢ **Technical knowledge/expertise to support technical help related queries and trouble shooting.**
- ➢ **Technical/troubleshooting knowledge of application support (Service now, OneDrive, Outlook, AD, Domain, etc.)**
- ➢ **knowledge of VDI, Jump Servers, MFA, Printer, VPN, Application Troubleshooting, OS Installation, SLA Metrics, and experience in production support**
- ➢ **Accellos, MRS tool T/S**

- ➢ **Logistics support**

2022-01 – 2022-06	### Service desk L1
	Zones corporate solutions, Bangalore, Karnataka

- ➢ **In Bound calls, Analytical problem solvers who will understand issues, evaluate solutions and work with colleagues, to resolve customer issues**
- ➢ **Problem solving skills and quick thinking to own & resolve customers' issues independently, thoroughly & efficiently**
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- ➢ **Technical knowledge/expertise to support technical help related queries and trouble shooting.**
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2020-12 - 2022-01

Team Leader – IT Operations
Grassroots BPO Pvt Ltd, Bangalore, Karnataka

- ➢ **Maintained consistent communication with team to manage customer service effectiveness by monitoring performance and assessing metrics.**
- ➢ **Built strong relationships with field operations team to support business development opportunities and improve service.**
- ➢ **Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.**
- ➢ **Effectively resolve L1 service desk queries as per deliverables outlined**
- ➢ **Ensure appropriate documentation of the interaction on the customer's account in the prescribed format**
- ➢ **Execute transactions as per prescribed guidelines and timelines**
- ➢ **Ensure that performance parameters are met to meet SLA targets**
- ➢ **Always ensure customer/user confidentiality and data protection**
- ➢ **Coordinating with L2/L3 support specialist to Resolve the issue with high priority**
- ➢ **Complaint, Problem Management.**
- ➢ **Execute transactions as per prescribed guidelines and timelines. Follow predefined procedures with the objective to meet performance parameters.**

2019-10 -2020-12

Senior Customer Support Executive
Grassroots BPO Pvt Ltd, Bangalore, Karnataka

- ➢ **In Bound calls, Solving the customer queries, Basic Troubleshooting of android application escalating issues on high priority level, Handling refunds related issue, Worked as SME for 6 months (L2 Refund Procedure & Que Management)**
- ➢ **Handle escalations raised by customers and partners.**
- ➢ **Handle consults from the lower tier to assist in case resolution**

Time Management Skills

- ➢ **Being proactive and show the utmost respect for customer's time**
- ➢ **Good time management, ensuring all contacts with customers add value**
- ➢ **Ability to Multitask**

Computer skills

- ➢ **Advance support knowledge of Operating systems across various platforms, general productivity applications like MS outlook, MS excel, SharePoint, etc.**
- ➢ **Knowledge on basic concepts of networking.**
- ➢ **Advance knowledge of MS Office**

Additional Information

➢ **Active listening and questioning, an eye for detail to determine the root cause of the issue, to avoid repeat contacts and further effort to resolve issues**
➢ **Display Ownership and accountability**
➢ **Quickly build trust and confidence with customer**
➢ **Own and resolve customer issues efficiently, effectively, and empathetically**
➢ **Excellent comprehension and articulation skills**
➢ **Excellent communication skills verbal and written**
➢ **Demonstrate positive attitude**
➢ **Willingness to learn and open to feedback**
➢ **Helpful**
➢ **Patience and perseverance**

Education

BCA (Bachelor of Computer Applications) - 2019

Class X|| (PUC) - 2016

ITI: (Electrician) - 2013

Class X (SSLC) - 2011

Languages Known

English	●●●●●
Hindi	●●●●●
Kannada	●●●●●
Telugu	●●●○○

Date: -   **Signature**

Jafar Sadik