ITBYDESIGN
MDE • NOC • HELPDESK • TEAM GPS

ATIF | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Troubleshooting, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support, CISCO AnyConnect VPN Support.
- Active Directory: User Administration, Groups/OU Management.

EMPLOYMENT

IT By Design   **April 2022 - Present**
SENIOR HELPDESK SPECIALIST

HCL Technologies   **July 2018 – February 2022**
SENIOR ANALYST

- Troubleshooting on issues related to Active Directory, Group Policy editor, DNS, DHCP.
- Experience on updating various server update packages in Windows Server 2008/2012/2016.
- Experience in taking backup through VMware vSphere client.
- Creation and implementation of Group policies to carry out the required tasks.
- Installing patches and monitoring the performance of servers, troubleshooting on disk performance issues.
- Installing and configuring the Windows Server 2008/2012.
- Troubleshooting on issues related to Bit locker and Symantec Endpoint Protection.
- Mailbox creation, Creation and assign of Distribution list, Resources
- Configuration and Management of User. Manage basic networking and manage users and groups.
- Knowledge of email protocols (SMTP, IMAP and POP).
- Experience in Active Directory support role having designed and implemented a multi domain and/or multi forest AD in a corporate environment.
- Install Service packs, hot fixes and security patches on Windows Server 2008/2012 and Microsoft application suites (Office, IE).
- Monitoring and Managing processes. Network Monitoring processes on Nagios, Solar winds.
- Working knowledge on ticketing tools such as Service Now (SNOW).

Tata Consultancy Services   **March 2016 – July 2018**
PROCESS ASSOCIATE

- Experience troubleshooting issues over phone calls, emails, and requests for technical support via ticketing system.
- Escalation Point for any non-adherences or ticket quality management for the contract.

- Work on driving improvement actions with Duty manager's/ Team managers.
- Remote Access Applications like RDS, SCCM.
- Experience with installing Linux, Macintosh, and Windows operating systems, hardware, and peripherals.
- Escalate issues in a timely manner according to Standard Operating Procedures.
- Respond to service, product, technical, and customer relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement.
- Collaborate across teams to resolve issues and help reproduce issues in lab environment.
- Diagnosing and resolving software problems or conflicts, and/or trying to find workarounds.
- Provide investigation, diagnosis, resolution, and recovery for hardware/software issues. When unable to resolve, must transfer the ticket to second level for resolution.
- Support the following technologies: Windows 7, 8 & 10, MS-Outlook 2016, Microsoft Word, Microsoft Excel, Internet Explorer, desktops, laptops, printers, basic LAN/WAN connectivity and other as assigned.
- Suggest improvements and upgrades to hardware, software & drivers.

EDUCATIONAL QUALIFICATION

- Bachelor of Business Administration

BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket lifecycle, dispatch, time entries, change management, escalation Workflows, SLA management, email etiquette, and customer service.
- ConnectWise Manage & Automate
- Windows Desktop Support (End-user computing)
- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWall Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS.