

Jyoti B Bachhagol

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OBJECTIVE:

A dynamic professional passionate about cutting-edge technology and solving real-world problems. Holding 2.6 years of IT experience in IT Service Desk Support, End User Remote Support, IT Administration and Project Coordination in Technical Support and International semi voice support.

Regions supported: Americas, APAC and EMEA.

PERIOD ORGANIZATION ROLE:

December 2019 Till June 2022 - Cybase Solution – System Analyst

Responsibility:

Responsibilities include 24x5 supports for keeping the mission critical infrastructure up 100% of the time, providing day to day technical support for global customer and as well vessel offshore customers.

- Effectively lead and coordinate with Project team, as well as with complete Infra team.
- Leading the team during Knowledge transfer, coordinate & manage Project.
- Conceptually strong, possessing an analytical and innovative approach towards work
- Ability to quickly learn new concepts & technology.
- Excellent communication skills; the ability to convey complex analysis results clearly.

Technical Experience:

- Responding Global Customer queries through Phone Calls/Teams/Email/Chat, Logging Incidents in SNOW then act accordingly.
- Responsible for creating new tickets to technical teams based on user narratives. Responsible to generate tickets repots received and dispatched. Responsible for attending service calls and arrange coordination with technical team.
- Complete Incident Management through Service Now ITSM tool. Routing Out of Scope Incidents to respective teams. Responsible to P2, P3, P4 issues. Responsible for proactive action to act on incident management. Responsible for Opening Bridge Call with technical team for business affecting issues.
- Operating System Install on Client Computer. End User Remote Support Through Quick Assist.
- Responsible for generating Bit locker Key for the user, Managing the Bit Locker for end device.
- Responsible for adding objects to the Security Groups, Updating Group Policy to the Client Computer, pulling applied GPOs from the Client Computer and generating in HTML file.

- Configuring MS Outlook and adding mail accounts of users in Outlook. Complete management of Shared Mailbox/DL/DDL.
- Experience in Handling VPN'S issues such as Cisco, and installing VPN'S in users Working Stations.
- Knowledge of Windows server like DNS, DHCP, Printer, Active Directory, Group Policy.
- Assigning O365 license to users with the help of O365 team
- Adding DL and other groups to users using Azure portal
- Managing remote desktop issue, Handling network drive mapping issues.
- Experience in SCCM for updating and installing software's on user's system, Handling Adobe application related issues (signature issue, save as greyed out).
- Managing Azure portal for MFA configuration, Managing Azure portal for bit locker recovery key
- Experience in troubleshooting browser related issue, Experience in engineering toolbar related
- Clearing C drive space for user's computer, Updating drivers for user computer via remote access
- Troubleshooting all hardware and software applications problem, Configuring WIFI and troubleshooting related issues.
- Worked Intune portal to manage the organization provided devices

Tools and Technical Exposure:

- Service Now (SNOW)
- Active Directory
- O365
- Solarwind
- Microsoft Azure Active Directory
- Remote Desktop connection
- Cisco AnyConnect.

EDUCATION:

- Completed diploma in E&C with 75.58% aggregate in the year 2013 from VTU Karnataka.
- Completed BCom from Bangalore University in the year 2011.
- Completed SSLC with 86.40% aggregate in the year 2004 from State Board of Karnataka

Personal Details

- Date of Birth - 16\03\1988
- Father Name - Bharamappa
- Gender - Female
- Marital status -Married
- Languages Known -- Kannada, Hindi, English, Marathi
- Address-- S.A.Upadhye H.no- 37 Jain Basti math Galli Sankeshwar -591313

I hereby declare that the above mentioned is true as per my belief and knowledge.

(Jyoti B Bachagol)