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| JM Objective Detail-oriented Technical Support Engineer with extensive experience in support services and customer service. Troubleshoots highly technical issues with ease and patience Skills  1. Customer Service Expert 2. Fast Learner 3. Skilled Mediation 4. Analytical and critical thinker 5. Knowledgeable in Citrix Receiver and Service-now 6. Adobe proficiency 7. Microsoft Office 8. Computer Troubleshooting 9. Active Directory 10. VPN Connection 11. Direct Access | |  | | --- | | Magar, JayTECHNICAL SUPPORT ENGINEER | magarjay1989@gmail.com Phone: +91 90 67 198903 |  ExperienceTechnical Specialist (Shift LEAD) • Infosys BPO LTD • Dates from SEPTEMBER 2015 to DECEMBER 2018  1. Managed call flow and responded to technical support needs of customers. 2. Handling team of 15 employees, Client reporting, Maintain Business Deck report, Ticket audits, pending analysis, Calibration audit report, providing floor support to employees for technical issue. Troubleshoot technical issue of Vice President of company and VIP clients. 3. Maintain employee’s floor login data and break adherence. 4. I have to resolve and handle Priority P1 and P2 issue tickets. 5. Evaluated and responded to incoming issues requests for technical support assistance. 6. Categorize the tickets using Service-now tool. 7. Fetching various reports from Service-now such as Agent Wise pending tickets, agent wise resolved tickets, response SLA reports hourly, Resolution SLA hourly report, pending count, resolved count, transferred count, L1 resolvable count reports. 8. Office 365 console management. 9. Troubleshoot the Outlook issues related to mailbox, user profile creation, Skype meeting invites, calendar, addin’s, Send/Receive issue, updating OOO, mail stuck to outbox. 10. Active Directory management, user creation, adding system to O.U, security group access. 11. VPN connection and Direct access creation and error troubleshooting. Corporate network connectivity issue. Corporate network at site not working issue. 12. Shared drive/Network drive mapping and access. 13. Computer/Laptop Troubleshooting: C drive full error, Fan making noise, Trust relation error, Blue screen error, USB not working, adding computer to the domain, change the CI name, System performing slow, login issues. 14. Microsoft office, Adobe, Acrobat, Creative suite installation and troubleshooting. 15. Internet Explorer troubleshooting: Trusted site error, SSL certificate error, security settings, IE reset.  Global Service Desk Analyst (SHIFT LEAD) • NUANCE INDIA LTD • Dates from JUNE 2019 to PRESENTvERTICALS:Computer/laptop/docking station troubleshooting.software installtion and healthcare application supportoracle level 1 (Admin access)Salesforce level 1 (admin access)sharepoint level 1 (admin access)secure file tranfer (sft admin access)ssl vpn (admin access)office 365 adminnew hire account creations using arsoffboarding of terminated users using arsvdi/citrix troubleshootingwebex user account adminTools:active roles 7.3 console (ars)logmein remote desktopo365 admin portal.oracle, sfdc, sft, o365 sharepoint admin portal.cisco anyconnect (ssl vpn)RSA secureid (multifactor authentication)microsoft office.microsoft teams and webex RESPONSIBILITIES:  **Computer/laptop/docking station troubleshooting**   1. Fan making noise 2. Trust relation error 3. Blue screen error 4. USB not working 5. adding computer to the domain 6. change the CI name 7. System performing slow 8. login issues. 9. Docking station not working and not displaying the screen 10. Corporate network connectivity issue 11. Laptop is not connecting to WIFI  software installtion and healthcare application support  1. Dragon NaturallySpeaking (DNS), Dragon Remote Microphone 2. Dragon Notes 3. Dragon Assistant 4. Dragon Dictate 5. OmniForm, OmniForm Filler, Express Forms 6. OmniPage, TextBridge 7. PaperPort & “PaperPort Anywhere” 8. Notepad ++ 9. Cisco AnyConnect 10. CrowdStrike Windows Sensor 11. Symantec Endpoint Protection  office 365 admin  1. Troubleshoot Outlook related issues as Outlook profile is not loading and stuck on processing symbol. 2. Outlook is asking for password as “Need password” but does not accept the password. 3. Outlook issues related to mailbox 4. Microsoft TEAMS meeting issue 5. Mail stuck to outbox 6. O365 license assignment 7. User migration on O365 8. Distribution List creation 9. Shared Mailbox creation 10. Shared mailbox with service account creation 11. Mailbox related issues. 12. Security group creation  oracle level 1 (Admin access)  1. User account creation in Oracle 2. User access for timecards, timesheets, iExpense, Order management, etc responsibilities. 3. Oracle login issue troubleshooting. 4. Oracle applications performance issues. 5. Oracle user account management  Salesforce level 1 (admin access)  1. Salesforce user account creation. 2. Salesforce login issues. 3. SFDC two factor authentication issue. 4. Salesforce password reset and account locked issue. 5. Manage users: Add or edit users and set users quotas 6. Create or edit personal group 7. View user’s login history 8. Create a new role, assign someone to role.  sharepoint level 1 (admin access)  1. Assign access to users for SharePoint sites with proper approvals. 2. Manage owners and access for SharePoint sites. 3. SharePoint sites not loading troubleshooting 4. Creating subsites and URLs for SharePoint sites. 5. Excel files not working on SharePoint sites  ssl vpn, vdi/citrix troubleshooting, webex user account admin  1. Assign VPN profiles to users for based on type of access they want with proper approvals. 2. Cisco AnyConnect client troubleshooting if VPN is not working 3. RSA Secure id troubleshooting issue. 4. Troubleshoot VDI not launching issue. 5. Citrix application related issue. 6. Troubleshoot Citrix connection center 7. Creating users in WebEx, removing users from WebEx. 8. Assigning types of licenses in WebEx according to type of access requirement. 9. Troubleshooting WebEx desktop and WebEx web-based application. 10. Configuring RSA secure id for users on laptop/desktop/mobile phones. 11. Assigning, removing, resync, replace, providing emergency RSA token to users.  new hire account creations using ars & offboarding of terminated users using ars  1. Creating New hire accounts in ARS 2. Adding users to security group. 3. Establishing mailbox for users. 4. Assigning O365 licenses. 5. Migration of newly created user accounts. 6. Deprovisioned/disable user accounts 7. Removing O365 licenses 8. Removing user from multifactor authentication  Responsibilities as shift lead  1. Creating and managing shift rosters for every month. 2. Managed call flow and responded to technical support needs of users using Taske call monitoring portal. 3. Monitor the team of 18 employees 4. Conducting escalation one on one meetings with agents. 5. Conducting weekly meeting with technical points and challenges facing by team. 6. Creating Client reporting. 7. Maintain Business Deck report 8. Ticket audits 9. pending ticket analysis 10. Calibration audit report 11. Providing floor support to employees for technical issue. 12. Troubleshoot technical issue of Vice President of company and VIP clients. 13. Maintain employee’s floor login data and break adherence. 14. Fetching various reports from Footprints such as Agent Wise pending tickets, agent wise resolved tickets, response SLA reports hourly, Resolution SLA hourly report, pending count, resolved count, transferred count, Service Desk resolvable count reports. 15. To work on escalated issue by providing resolution to users. 16. Generate Shift allowance date  EducationBachelor of engineering (Computer Science) • PASSED: 2011 • RCPIT, Shirpur. Score: 58% Second Class  Year: 2011  College: R.C.P.I.T  University: North Maharashtra University HSC • 2007 passout • maharashtra university Score: 62%  Year: 2007  College: A.K National High school  University: Amravati SSC • 2005 passout • maharashtra university Score: 71%  Year: 2005  College: SSDV Dnyanmata school Personal Details Father Name: Pravin Magar  Mother Name: Vasudha Magar  Date Of Birth: 18th January 1989  Nationality: Indian  Language: English, Hindi, Marathi.  Address: 3rd Floor, Sainivas Building, Warje 411052, Pune Declaration I hereby declare that above mentioned information is true and correct to the best of my Knowledge and belief. I bear the responsibility for the correctness of above-mentioned particulars. |