Name

Email ☐ Phone number ☐ Address

WORK EXPERIENCE

Company   **Sept. 2022 – Present**
Product Support Specialist (Part-Time)   *location*
- Providing application support for xxx, an app that offers customized training and diet plans to users
- Managing 2 React apps, proactively addressing incidents raised by users, and ensuring max system uptime
- Utilizing Datadog sessions to monitor app usage, quickly identify and resolve technical issues using diagnostics tools and escalating / routing un-resolved queries to the next level of support
- Conducting orientation sessions for new users and developing comprehensive documentation

Company   **Aug. 2020 – Dec. 2021**
IT Service Desk Analyst   *location*
- Provided first level technical support to 40,000+ students and employees via phone, chat, and email.
- Troubleshot wide range of software and hardware issues faced by users, both remotely (Using BeyondTrust remote support software) and in-person
- Successfully administered and resolved issues with campus desktops, printers, Cisco IP phones, servers and network devices, ensuring seamless functioning of critical systems and enhancing organizational efficiency
- Effectively mentored new co-op students in troubleshooting software issues, logging support tickets using ServiceNow Ticketing System and providing quality customer service

Company   **Jan. 2020 – May 2020**
Customer Technical Support Analyst   *location*
- Provided IT help desk support to library users, ensuring smooth usage of computers and printers for learning
- Ensured seamless functioning of library area by maintaining, inspecting and troubleshooting 50+ computers, printers and network devices, promptly resolving issues and reporting any vandalism for investigation
- Updated drivers/firmware of 30+ classroom podium computer to fix recurring software issues, ensuring uninterrupted access to technology during classroom sessions and improving the overall learning experience
- Kept track of IT equipment (laptops, Macbooks and desktops) in ITSC and ensured equipment inventory is up-to-date. Imaged newly purchased laptops and prepared them for lending to students/ employees

EDUCATION

Xxx   **Jan. 2019 - Dec. 2021**
Computer Systems Technology – Software Dev. and Network Eng.   *location*

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Google IT Support Professional Certified, Microsoft Certified: DevOps Engineer Expert (Passed AZ- 104 and AZ-400 exams)
- **Technical Skills:** Hardware and Software Troubleshooting, Networking Concepts – TCP/IP, OS – Windows, Linux and Apple Mac, Routers and Cable Modems, Network Administration, Microsoft Office Suite, Broadband and Telecom knowledge
- **Interests:** Technology & Gadgets, Cosmology, Gaming, Music, Math, History, Meditation, Mandala Art