Jaskirat Singh
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SUMMARY:

Highly qualified Service Desk Analyst with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself. Good communication, customer engagement, problem-solving and interpersonal skills, able to collaborate effectively with technical and non- technical resources. Service-oriented, hands-on Technical Support with proficiency in evaluating and resolving business challenges by responsive and respectful service, cost-conscious service-level maintenance.

EDUCATION:

Fanshawe College*, ON, Canada.**
Certificate in Business Analysis   *April 2020*
Certificate in Software & Information Systems Testing   *April 2019*

Unitec Institute of Technology, Auckland, New Zealand.
Graduate Diploma in Computing   *September 2016*

Chandigarh Engineering College, Punjab, India.
Bachelor of Computer Science Engineering   *July 2013*

CERTIFICATION:

ICAgile Certified Professional (ICP) 2016 - Present

PROFESSIONAL SKILLS:

- Extensive knowledge in managing data held in RDBMS using **SQL Server.**
- Strong analytical thinking and with a flexible approach and positive attitude towards a problem.
- Team and Process Oriented- Willing and able to work within internal and cross-functional teams, or as a part of a new initiative, flexibility to adjust duties and schedule.
- Strong independent self-starter. I can work creatively with minimal guidance.

TECHNICAL SKILLS:

Languages and Technologies: Java/Java EE, C++, HTML, SQL.
Business Tools: Tableau, JIRA.
IDEs & Software: NetBeans, O365 suite, Cisco AnyConnect VPN.
Operating Systems: Windows**.**
Database Systems: MySQL, Oracle, Siebel CRM, Active Directory, eSMT Service Management Tool.

EXPERIENCE:

Technical Support Specialist   **July 2022 - Present**
Exptek (Remote)
- Keep customers informed of progress during the issue lifecycle and make follow-up communications in a timely manner. Accessed and documented procedures,tools & manuals to provide support on company supplied hardware

and equipment.
- Assist team members and provide support and solutions to customer queries to meet company objectives. Maintain updated knowledge of company products and services to better provide customer support and service solutions.
- Gather customer and technology information to determine technical support level; elevate calls to appropriate support level as necessary.
- Accurately processed and documented call transactions using tracking software.
- Installs, modifies, and makes minor repairs to computer hardware and software systems.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoot technical and process issues to maintain productivity. Maintains system functionality by testing computer components.
- Helps design and implement networks. Consults with users to determine appropriate hardware and software needs and assists in placing orders.
- Maximizes computer systems capabilities by studying technical applications and making recommendations.
- Tests compatibility of new programs with existing ones. Gather data to identify and evaluate technical purchasing options.
- Confirms program objectives and specifications by testing new programs, comparing them with established standards, and making modifications.
- Evaluates vendor-supplied software by studying user objectives and testing software compatibility with existing hardware and programs.
- Installs software and necessary applications for workflow.

Service Desk Analyst   **February 2021 - July 2022**
Ian Martin | Client - Ministry of Government and Consumer Services
- Collect contact and information from users, open new or update existing tickets; responding to user requests to investigate and resolve hardware and software problems.
- Diagnose and identifying problems utilizing tools from a knowledge management system, specialized hardware, and software tools.
- Provide assistance to users by recommending the most effective utilization of computers, standard software packages and their applications and related equipment (workstation and LAN).
- Monitor incidents and advise support group of potential/upcoming and actual Service Level breaches.
- Ensure assigned tickets are handled appropriately during off shift, turnover ongoing activities to next on-site analyst
- Classify and categorize incidents; prioritize problems to ensure timely resolution either through first tier support or assignment to Tier 2 or Tier 3 through the established escalation system.
- Track and follow up on problems reported to the IT Service Desk to ensure proper diagnosis at various levels and service levels are being met in accordance with established service level agreements.
- Prepares related documentation on system service and maintenance including service request forms, service logs and records. Notify Incident Coordinator when a potential Severity 1 incident has been detected. Assign unresolved requests to the appropriate Sr. Service Desk Analyst/Subject Matter Lead.
- Provide technical services as part of a systems project team by carrying out investigations of new hardware and software developments, assessing potential application to client systems and preparing reports with recommendations to the Team Lead, Sr Analysts/SMEs.
- Maintain contact with external service suppliers and software manufacturers to discuss and evaluate new services and hardware/software for applications.
- Prepare communications/information materials in conjunction with Team Lead/Sr. Analysts/SMEs, maintain current knowledge for respective accounts/services and of the IT field through attendance at related courses, seminars, presentations, demonstrations, and trade shows.
- Provide technical services to support system projects for the investigation of new technology developments.

Concentrix, Ontario   **October 2020- December 2020**
Business Advisor II (Work from Home)
- Ensure service delivered to our customers meets contractual Key Performance Indicator('KPIs').
- Greeting customers in a courteous, friendly, and professional manner.
- Listening attentively to customer needs and concerns; demonstrate empathy while maximizing the opportunity to build rapport with the customer.
- Clarifying customer requirements; probe for understanding.
- Preparing complete and accurate work including appropriately notating accounts as required.
- Participating in activities designed to improve customer satisfaction and business performance.
- Troubleshooting basic and routine customer issues that are technical in nature, including hardware, software, networking, or other designated client product.

PwC Canada, London, Ontario   **February 2020- May 2020**
Compliance Specialist
- Preparing corporate and personal tax returns. Preparing note of files for readers & associated financial statements.
- Collecting and arranging relevant supporting documentation or responses to tax authority notices and decisions.
- Identifying outstanding file details and reaching clients and practice staff when necessary.
- Working with a client engagement team to complete job assignments as required.

NPH Technologies, Chandigarh, India   **September 2017- June 2018**
IT Support Analyst
- Worked on and supported development/improvement projects as assigned by management.
- Provision of effective Incident Management, working closely with resolver groups to undertake effective Problem Management. Maintain working knowledge of the latest company technology to provide support.
- Identified opportunities for optimizing system performance and providing suggestions for development.
- Troubleshoot hardware problems (printers/desktops/pos hardware/network); provide support to requests remotely and at the internal customer's workplace.
- Worked under Agile Methodology with Kanban system for closing the tickets raised during maintenance.

Countdown Lincoln Road Auckland, Auckland   **September 2015 - August 2017**
Fresh Food Assistant
- Assisted in the preparation and production of products. Ensuring customers served in a friendly and efficient manner.
- Working cooperatively in a team environment. Ensure a safe working environment.
- Abiding by policies in relation to Occupational Health and Safety.
- Team up with co-workers to ensure proper customer service.

People Melon, New Delhi, India   **July 2014 - February 2015**
Technical Support Specialist
- Delivered service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
- Gathered customer's information and determined the issue by evaluating and analyzing the symptoms.
- Diagnosed and resolved technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
- Researched required information using available resources and followed standard processes and procedures.
- Offered alternative solutions where appropriate with the objective of retaining customers' and clients' business.

Damcosoft Pvt. Ltd., Chandigarh, India   **May 2013 - July 2014**
Customer Service Representative (IT)
- Handled inbound and outbound contacts in a courteous, timely, and professional manner
- Listened to customers, understand their needs, and resolve customer issues.
- Researched systems to find missing information as applicable; coordinate with other departments to resolve issues as applicable. Accurately documented and processed customer claims in appropriate systems & ensured first call resolution through problems solving and effective call handling.
- Attended meetings and training and reviewed all new training material to stay up to date on changes to program knowledge, systems, and processes.