CURRICULUM VITAE

MAYUR KUMAR

Objective

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Contact no. 8882915950

Email id - mayurkmr89@gmail.com

Address- B-509, Madipur colony, New Delhi- 110063

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Enthusiastic help desk professional seeking to benefit an IT department with complex technical knowledge and strong time management skill. Skilled at building rapport with diverse individuals while handling complex technical issue, troubleshooting, customer support satisfaction. Proven ability to analyze and resolve any it issue in a timely manner and handle complaints effectively.

Academic Qualification

Course	Institute/University	Year of Passing
Matriculation	C.B.S.E	2011
Intermediate	C.B.S.E	2013
Graduation	Delhi University	2016

Work Experience

IT HELPDESK SERVICE EXECUTIVE

iCom Analytics Limites as IT Helpdesk Service Executive – 31st August, 2018 To 17th September, 2022 Date

- Generating the tickets and aligning the engineer of concern team to solve the issue and encountered
- Co-ordinating with engineer as well as with user for the update of the call
- Monitored and executed all end user calls related to IT services
- Provided first call resolution to end user by troubleshooting of the IT issues faced
- Closing the ticket ID with proper resolution method followed by engineer to trouble shoot the issue.
- Taking the user acknowledgment before closing the ticket ID
- Providing assistance in maintaining the response and resolution SLA of incident and service request of tickets in queue
- Efficient in handling client escalation over call an email by using the best knowledge and skill

HCL TECH as Senior analyst – 30th jan 2023 to 23rd July 2024

- Efficient in handling client escalation over call an email by using the best knowledge and skill
- Taking the user acknowledgment before closing the ticket ID
- Provide first level contact to all users.
- Provide access through AD as per user requirement.
- Co-ordinating with engineer as well as with user for the update of the call
- Provide desktop related information to customer
- Trouble shoots first level basic issues and provide resolution.
- Troubleshoot outlook, active directory & desktop basic issue.
- Escalate if needed unsolved issue to higher management
- Remotely accessing software to clients for making changes and fix problems

Skill Set

Appliction-ServiceNow tool, Active Directory, Outlook,

Personal Skills

- Good relationship management skills across various groups
- Self motivated
- Can work effectively in team as well as individually
- Fast learner and open to new challenges
- Ability to work under pressure

Hobbies

Travelling

Personal Details

Father's Name- Son Kumar
Date of Birth- 01-08-1995
Sex- Male
Marital Status- Unmarried
Languange- English, Hindi

Declaration

I solemnly declare that the above information is true and correct to the best of knowledge.

Mayur kumar