

Payasvi Mehta

Noida, India | +91 9171467359 | mehtapayasvi10@gmail.com

Professional Summary

L2 Technical Support Analyst with 3 years of experience at HCL Technologies, specializing in remote troubleshooting, device management, and client support. Skilled in Intune, O365, Workday, SAP Concur, Salesforce, and JDE Edwards. Proven ability to resolve technical issues efficiently, improve operational processes, and maintain high client satisfaction. Experienced in managing service tickets, creating SOPs, and collaborating with cross-functional teams to deliver reliable IT solutions.

Key Skills

- Remote Troubleshooting (Hardware & Software)
- Intune & O365 Device Management
- Workday HR Application Support
- SAP Concur Account Creation, JDE Edwards, Salesforce (Troubleshooting)
- VPN & Network Troubleshooting
- ServiceNow & ChangeGear Ticketing Tools
- Client Interaction & Technical Support
- Creating & Maintaining Monthly SOPs

Professional Experience

L2 Technical Support Analyst | HCL Technologies, Noida, India | Jan 2023 – Present

- Resolved hardware and software issues remotely, ensuring seamless IT support for global clients.
- Managed Intune and O365 devices, created user profiles, applied policies, and resolved vulnerabilities.
- Provided application support for Workday, SAP Concur, JDE Edwards, and Salesforce to streamline business operations.
- Troubleshoot VPN and network connectivity issues, reducing downtime and improving user efficiency.
- Used ServiceNow, ChangeGear, and JIRA for ticket tracking and workflow management, maintaining SLA adherence.
- Developed and updated monthly SOPs to standardize processes and improve operational consistency.

Education

Bachelor of Engineering in Electrical Engineering

Gyan Ganga Institute of Technology and Science, Jabalpur, India | 2020

Languages

English (Fluent)