



# MANISH KUMAR TIWARI

📍 Gurugram, 122003

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## SUMMARY

- An IT Support professional with hands-on experience in providing 1st & 2<sup>nd</sup> level technical assistance to users and clients.
- Skilled in troubleshooting hardware, software, and network issues with a strong foundation in using IT Service Management (ITSM) tools like ServiceNow.
- A proactive communicator, adept at resolving technical problems over calls, emails, and chat, ensuring seamless support for clients and internal users alike.
- Highly experienced in handling a variety of IT platforms including MS Office 365, Google Workspace, Salesforce, ServiceNow and Zendesk while continuously expanding technical expertise in the IT field.

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## SKILLS & TOOLS:

- **IT Support & Service Desk Management:** Skilled in providing first-level technical support across various platforms.
- **ServiceNow ITSM & Salesforce:** Hands-on experience with ServiceNow (including version Utah '23) for managing tickets and resolving IT issues.
- **Microsoft Office 365 & Google Workspace:** Expertise in supporting and troubleshooting Office 365 and Google Workspace applications.
- **Ticketing Systems:** Familiar with tools like BMC Remedy, Salesforce and ServiceNow to track, prioritize, and resolve tickets.
- **Hardware/Software Support:** Troubleshooting of desktops, laptops, and peripheral devices including printers and scanners.
- **SaaS Support:** Knowledgeable in supporting SaaS applications and maintaining system access controls.

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## WORK EXPERIENCE

### CS Disco India Pvt. Ltd.

#### Disco Desk Analyst

June 2025 – Aug'25

Gurugram, Haryana, India

- Provide second-level technical support (L2) utilizing Disco's E-discovery products.
- Assist users in troubleshooting hardware, software, and network-related issues.
- Respond and raise tickets, calls, and emails to ensure timely resolution of issues.
- Collaborate with the internal team to escalate more complex issues when necessary.
- Manage user accounts and access permissions within the Disco platform.
- Offer ongoing support for remote users and handle technical challenges across various platforms.

### Infosys BPM Ltd.

#### Senior Technical Support Executive

April 2024 - February 2025

Pune, Maharashtra, India

- Delivered high-quality L1/ L1.5 support to end-users through ServiceNow, handling a wide range of technical issues.
- Diagnosed and resolved system issues related to desktop systems, networking, and enterprise applications.
- Ensured users receive timely and professional support, assisting with software, hardware, and connectivity issues.
- Utilized the ServiceNow ITSM platform to track, document, and escalate issues.
- Deep understanding of MS Office Suite, Add-ins and Adobe Acrobat.
- Worked on MDM tools like Azure and Intune.
- Provided troubleshooting and technical guidance across MS Office Suite, network configurations, and system performance.

**Policybazaar UAE**  
**Associate Sales Consultant**  
**May 2022 - December 2023**  
**Gurugram, Haryana, India**

- Worked with customers in the insurance and brokerage sector to address their needs and provide suitable solutions.
  - Assisted in the sales process while ensuring high levels of customer satisfaction and support.
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**EDUCATION**

**Glocal University, Saharanpur, UP, 2021**  
Bachelor of Technology: Mechanical Engineering  
**Ambition Institute of Technology, Varanasi, UP, 2018**  
Diploma: Mechanical Engineering (Production)

**CERTIFICATIONS**

- DISCO Search & Review Certification (2025)
- DISCO Case Builder Certification (2025)
- Udyamita Vikas Sansthan, UP Lucknow (2018)
- Young Skilled India, IIT BHU Varanasi (2017)
- Indian Railways Technical Training Centre, DLW Varanasi (2017)
- Course on Computer Concepts, NIELIT (2015)
- BRCA IIT Delhi's RENDEZVOUS Codex Design (2014)

