

SHAFQAT KHAN

Technical Support Analyst

Seasoned IT Professional with a proven track record in effectively managing technical and operational aspects of IT departments. Seeking a dynamic position to leverage my extensive management and technical expertise to drive corporate objectives, streamline IT request processes, and enhance project efficiency. Adept at leading teams, optimizing workflows, and implementing innovative solutions to achieve organizational success

Contact



+971 553150598



shafakhan1211@gmail.com



United Arab Emirates

Education

● Bachelor of Psychology

Pune university
2019-2020
Pune City

● Master of Psychology

Indira Gandhi National Open
University
2022-2023
Pune City

Language

English



Hindi



Urdu



Skills

Organized



Communication



Teamwork



Meeting deadlines



Critical thinking



Experience



Techforce Analyst

Salesforce India (Techforce
Contractor)

March 2022-Aug2023

- Hardware provisioning, imaging, troubleshooting, and software installation for laptops (Apple & Dell), desktops (Dell), and corporate owned/BYOD mobile devices (IOS/Android) along with standard peripherals.
- User and administration of operating systems including MacOS/IOS, Windows, and Linux Ubuntu.
- TCP/IP networking support and troubleshooting of a corporate user and remote user environment with LAN, WAN, and VPN implementations globally.
- Troubleshooting a variety of client, mobile and cloud applications office software.
- Partnering with senior members of the team to learn new skills, ask for help, and escalate as needed.
- Communicating in different settings and methods including team meetings, conference calls, email, instant messaging, and social media.
- Solve complex incidents by applying known documented solutions and processes, taking work items through to completion with minimal direct supervision.
- Giving assistance & troubleshooting for MDM enrolment of corporate phones.



Technical Support Associate (SD)

Mphasis Limited

Feb 2021 - Nov 2021

- Educating team members about basic troubleshooting.
- Performing password changes on Active Directory and OKTA
- admin. Mapping network printers.
- Performing basic troubleshooting on O365 applications.
- Assisting users on submitting Service Request in Service Now for required software installation.
- Handling Incident / problem determination and resolution on a 24x7 basis Incident, Problem.
- Change and Configuration management, Service incidents and queries within the agreed service levels.
- To ensure that Service Levels are met as per defined standards.