Коростенський Володимир



SERVICE DESK ADMINISTRATOR

13 травня 2021 Місто: Львів

Вік: 41 рік
Режим роботи: повний робочий день, віддалена робота
Категорії: IT, WEB фахівці

Увійдіть або зареєструйтеся на сайті як роботодавець, щоб бачити контактну інформацію.

Опис

Petro Sagaidachny St. 21/89, Truskavets 82-200

Looking for the job that would let me use the obtained knowledge and skills and offer the opportunity to grow and develop as a professional.

WORK EXPERIENCE

Collabera Poland

08/12/2020 – 01/05/2021 L2 Remote Desktop Support / Service Desk Administrator with German

- Served officials of automotive company seeking technical assistance.
- Performed remote troubleshooting through diagnostic programs.
- Determined the best solution for faster resolution of end user's issue.
- Educated and guided the end user through the problem solving.
- Provided information on IT products or services based on end user query.
- Recorded all issues and their resolution in IT ticketing tool.
- Followed-up and updated end user on status and information of issue reported.
- Identified and suggested improvements on current processes followed.

Handling remote desktop.

Windows Operating System troubleshooting’s – Win 10 / Win-7 .

Outlook (Configuration , Creating PST/OST , Adding Group mail).

User administration – Local /admin access , Profile reset A.D / Group policy.

Citirx / VM machines.

Wifi / Network connectivity/ VPN .

ITSM tools like – Service now , Remedy.

Fujitsu Technology Solutions

Lodz, Poland

13/02/2015–31/07/2020 Global IT Service Desk Agent

Supported office employees of the world known companies with resolving IT issues (windows 7,10, O365, MS Office) in English, Ukrainian, Polish.

Since 01/05/2018 suppurted German speaking customers at the shared SD having simultaneously to do with six different projects supported:

– Providing technical support for external users with focus on delivering proper customer service

experience

– Dealing with data bases issues.(SAP, Lotus Notes)

– Creating and administrating Active Directory accounts of users, processing SAP accounts creation,adding systems and roles and administrating them.

– Researching and rapidly resolving problems reported by customers using remote access tools and

admin rights.

– Handling telecoms requests in a timely manner according to procedures.

– Resolving a good percentage of calls and e-mails at first point of contact through the use of the

experience and knowledge bases.

– Raising incidents/tickets to escalate problems to second and third level support areas

appropriately.

Familiar and have experience in dealing with:

Encryption / Bit locker, McAfee issues, handling via remote desktop (Remote tool), handling Outlook (Configuration , Creating PST , Adding Group mail), Skype issues, administrating A.D / Group policy, VPN issues (Pulse Secure, Check point), Wifi / Network connectivity issues, SNOW, Remedy, Triole, Cherwell ticketing tools.

SouthWestern Business Process Services Poland - CarTrawler

Lodz, Poland

14/04/2014–30/01/2015 Global Car rental Customer Service Desk Agent

Supported customers in English, Ukrainian, Polish:

- Answering customer queries that concerned the service offered.

- Operating the client’s database system to set up new customer accounts and updating existing

accounts when necessary.

Travelling and collecting experience

01/08/2007 - 31/12/2013 Ukraine

Travelled and collected experience a teacher of English and blue collar worker in many institutions as a temporary contractor.

Ukranian – native; English – fluent; German-fluent; Polish – fluent.

Bachelor of English & German.

Drohobych Ivan Franko State Pedagogical University

Ivan Franko St. 24,82-100, Drohobych, Ukraine