HIRANYA YADAV

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TECHNICAL SUPPORT SPECIALIST

Solutions-focused, certified professional with 7+ years' experience providing rapid and client-focused technical support to 150+ users. Demonstrated capacity to identify root causes and direct users to lasting resolutions. Adept at articulating complex technical concepts to users of varying technical understanding. Well versed in a variety of common operating systems, applications, and hardware with a proven ability to master new tools and technologies quickly. Outstanding interpersonal strengths illustrated by multiple service awards.

AREAS OF EXPERTISE:

- Troubleshooting & Issue Resolution
- End-user Training & Support
- Scheduled & Ad Hoc Maintenance
- Client Relationship Management
- Root Cause Analysis
- System Implementation
- Rapid Ticket Response Times
- Detailed Documentation

TECHNICAL PROFICIENCIES:

Platforms:	Windows XP/Vista, UNIX, Mac OS.
Hardware:	Dell / Gateway / Compaq desktops and notebooks, iMac, iBook, Printers, Scanners, Digital Projectors.
Applications:	Microsoft Office, Navision Attain, Norton / McAfee Antivirus, Veritas / Retrospect Backup, Trend Micro OfficeScan, Norton / Symantec Ghost, Norton Internet Security, MediaVue Trouble Ticket.

PROFESSIONAL EXPERIENCE

FABREK, INC., Surrey, British Columbia   6/2008 – Present

Desktop Support Specialist

Provide technical support for 150+ users and ensure proper maintenance of workstations, printers, and peripherals. Respond to user service requests and expediently resolve trouble tickets to maximize system uptime. Deploy new workstations and printers, installing operating systems, applications, and drivers, and configuring network properties and hardware. Support disaster recovery plans, performing regular backups and creating Ghost images of workstations prior to upgrades.

Key Achievements:

- Outperformed peers by maintaining outstanding record of technical support service, resolving 95% of all trouble tickets without escalation to senior support specialists.
- Substantially increased security and performance of systems by initiating installation of new antivirus software and critical operating system updates.
- Significantly reduced workstation set-up time by developing a disk cloning procedure to streamline operating system implementation and security properties configuration.

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CONTOLE, LTD., Burnaby, British Columbia   12/2005 – 5/2008

Helpdesk Representative

Assisted 100+ users in resolving diverse hardware and software issues. Ensured quick resolution of user concerns and escalated more complicated support issues to senior helpdesk representatives and field service engineers.

Key Achievements:

- Reduced user callback rate by 20% through accurate assessment of root causes of technical issues and consistent implementation of appropriate solutions.
- Earned "Employee of the Month Award" for comprehensive technical knowledge and outstanding customer service in July and October of 2007.

CRJT CORPORATION, Vancouver, British Columbia   4/2002 – 11/2005

Computer Support Specialist

Trained departmental staff in the use of company systems and applications, providing ongoing support. Installed applications and co-ordinated all hardware / software upgrades.

Key Achievement:

- Increased departmental efficiency and reduced operational costs by automating several routine database management tasks.

EDUCATION & TRAINING

Associate of Science Degree – Computer Science (2003)
Langara College – Vancouver, British Columbia

Certifications
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Systems Administrator (MCSA)
- CompTIA Network+ and A+