

SUMMARY

Tasleem Begum

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To keep growing using adaptive and learning skills and to enhance myself as a professional commitment to work, while concurrently maximizing efficiency

WORK EXPERIENCE

DELOITTE, 3 JUNE 2024 – PRESENT.

RFA As. Tech Sup. Analyst 1 USI FASI CLI SUPPORT

My role is pivotal in providing comprehensive IT support to both internal and external users for CLIENTS, Providing the accesses to the end client to review their documents in the applications such as **RELATIVITY, RELONE, ASPERA, GLOBALSCAPE and BRAINSPACE.**

- My responsibilities span across handling incidents (ITIL) via calls, chats, and emails, and using Service Now ticketing tool. And performing the TASKS in the given time SLA'S.
- Importing users to OKTA account, resetting their OKTA accounts, Adding users to **Active Directory Groups**
- Account reset and unlocking accounts for applications such as RELATIVITY, RELONE, ASPERA, GLOBALSCAPE and BRAINSPACE.
- Monitoring the QUEUE in service now. Performing task and creating the tickets in service now on the end user request.
- Importing the users into Active directory by AD servers by remote desktop application.

NTT Data, 19 Jan 2024 – 30 May 2024

Senior IT associate

Overseeing day-to-day operations, including technical support and contributions across various stages of the development life cycle. My responsibilities included IT support, remote support, Incident Management

- NTT Data Internal User Support
- Handled approximately 25 calls and emails daily • Provided first-line support via calls and emails
- Proficient in user management tasks:
- Adding users to **Active Directory Groups**
- Skilled in troubleshooting account issues through:
- **Azure Active Directory, AD manager**
- Experienced in remote troubleshooting for basic office issues
- Expertise in managing:
- VPN
- Network
- BitLocker systems
- Hands-on experience with:

- Cisco
- Citrix
- LogMeIn Rescue platforms

HCL Technologies, Nov 2022 - Jan 2024

IT help desk

As a **Global Service Desk Agent**, my role is pivotal in providing comprehensive IT support to both internal and external users at **Novo Nordisk**. My responsibilities span across handling incidents (ITIL) via **calls, chats, and emails**, and using **Service Now** ticketing tool

Day to day activities include taking 20 chats through service now and responding to 20 calls while working on at least 30 assigned tickets.

- Handling **Microsoft Azure AD**
- Working on Active directory tool for password reset, Account unlocks.
- Providing troubleshooting steps for **Office 365**
- Resolving issues with network connectivity (Wi-Fi, VPN, Cellular)
- Raising access requests and troubleshooting printer connections
- Providing support for iOS devices (iPhone, iPad) and applications like OCE, Io Engage, Concur, ISO Train, Microsoft Authenticator
- Assisting users in activating NN RSA authenticator (software and hardware) • Handling incidents from Novo Nordisk Global Business Services • Meeting **SLAs** and **KPI** while providing resolution.
- Creating **knowledge articles** for widespread use within the organization

Apr 2022 to Nov 2022

Assistance client partner at Access health care pvt ltd.

Medical billing process.

working on the tickets for claims to US-Support customers.

Deals with unspecified denial's and payment process related to insurance.

SKILLS

Microsoft – Azure AD, Teams, SharePoint, OneDrive, Dynamics 365, (SCCM), Microsoft Authenticator , Incident Management (ITIL)

Windows – OS, BitLocker (MBAM), CMD, Network, DNS, VPN, Drivers, Printers

IOS – iPad, iPhone and Mac OS

Software – Service now, Citrix, Cloud desktop, Salesforce, SAP Concur, LogMeIn Rescue, RSA SecurID

EDUCATION

Malla Reddy college of engineering and technology
(B-TECH)- 2017 Bachelors in Electronics and
communication.