

SERVICE DESK ANALYST RESUME

Job Objective:

Service Desk Analyst position in a reputed firm.

Highlights of Qualifications:

- Huge experience in a Help Desk or Service Desk environment o
- Ability to analyze and resolve support requests, from the end users
- Ability to identify all facets of an issue and generate a solutions
- Ability to troubleshoot from different perspectives
- Working knowledge of ticketing systems
- Excellent customer service skills
- Ability to manage multiple tasks and good time management skills
- Excellent analytical and critical thinking skills

Professional Experience:

Service Desk Analyst
Korcomptenz Inc., Lansing, MI
August 2005 – Present

- Resolved complex problems according to escalation procedures.
- Reported enhancement requests and defects received from customers.
- Provided input to escalation departments, through proper escalation procedures.
- Assisted users with commercial software and mission-critical system issues.
- Participated in the continuous improvement of Service Desk processes.

Service Desk Analyst
Westwood College, Lansing, MI
May 2000 – July 2005

- Manned for all back-end components routers, gateways, lines, connections and Exchange Electronic Trading Vendor-supplied equipment.
- Streamlined processes and procedures to consistently deliver on tight deadlines.
- Built and maintained strong internal and external working relationships.
- Identified and implemented process re-engineering for maximum efficiency.
- Identified and escalated open issues that represented risk.
- Evaluated and updated documented procedures to ensure they are complete, accurate and current.

Education:

Bachelor Degrees in Computer Information Systems
Idaho State University, Pocatello, ID

[Build your Resume Now](#)