# Karan Tamhaney

**Service Desk Analyst**

Hamilton, Canada
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Service Desk Analyst with 3 years of experience in technical support and troubleshooting across multiple platforms. Proficient in administering systems and networks, with expertise in MS Windows, RedHat, and Docker. Known for enhancing system reliability and optimizing user productivity through innovative solutions and collaboration.

## Employment history

**Service Desk Analyst, CompuCom Inc., NOV 2021 - Present**

Timmins, ON

- Diagnose and resolve complex technical issues via remote sessions, ensuring minimal employee downtime.
- Administer Citrix environments and troubleshoot VDI issues, improving application delivery efficiency.
- Support Office 365 migrations, handling user provisioning, data migration, and post-migration troubleshooting.
- Utilize Splunk for log analysis and proactive IT infrastructure monitoring, enhancing system reliability.
- Collaborate with cross-functional teams to escalate and resolve technical issues promptly.
- Collaborated with cross-functional teams to improve system uptime, leading to a 20% decrease in downtime incidents.

**Web Support Specialist - Platform Engineering Services, IBM, OCT 2022 - JAN 2024**

Markham, ON

- Provide technical support, resolve issues, and escalate as needed for Platform Engineering clients.
- Manage high-priority incidents from identification to resolution, ensuring minimal downtime.
- Collaborate with IT teams to identify problems and restore services efficiently.
- Assist customers via help-desk, phone, and remote tools to diagnose and fix technical issues.
- Install, configure, and maintain Linux systems, focusing on recent Ubuntu Desktop releases.
- Conducted in-depth analysis of complex database structures to identify and resolve issues, improving data retrieval times by 15%.
- Resolved high-priority incidents swiftly, reducing average downtime by 30% and ensuring continuous service availability.

**Apple Technical Support Analyst, Concentrix, Jul 2021 - NOV 2021**

Hamilton, ON

- Provide technical advice on Apple products, resolving issues via phone, email, and remote sessions.
- Diagnose and troubleshoot hardware/software problems, enhancing customer satisfaction.
- Author IT documentation, ensuring accurate knowledge sharing and process improvement.
- Assist with device setup and configuration, optimizing user productivity.
- Collaborate with teams to resolve complex issues, maintaining up-to-date knowledge of Apple technologies.

## Education

**Mohawk College of Applied Arts and Technology, Hamilton, 2018 - 2020**

Associate of Science (A.S.) in Computer Systems Technology and Security Analyst

## Skills

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|---|---|---|---|
| Technical support | Troubleshooting | PuTTY | Cisco Packet Tracer |
| Wireshark | VMware | VirtualBox | MS Hyper-V |
| Microsoft Exchange Server | Jira | Salesforce | Service Now |

# Skills

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|---|---|---|---|
| Okta Admin | DUO | Software/hardware installation | Windows Servers |
| MS office | TCP/IP Network Troubleshooting | DNS | VLAN |
| SNMP | Citrix | MDS | VMware Horizon |
| Jenkins | Active Directory | AAD | Cisco Routing |
| Web Scraping | Splunk | Linux | Ubuntu |
| RedHat | CentOS | Eclipse | Docker |
| GitHub | Ansible | Network Security | Remote Sessions |

# Additional information

**PROJECTS**
ACTIVE DIRECTORY ON-PREMISEs USER MIGRATION TO AZURE AD (Final Semester)

• Migrate employees working in an on-premises Active Directory Infrastructure including forest, domains, user, and OUs to Azure Cloud.

• Backing up user data by deploying back-up server with the help of sync-thing app.

• Using OPNsense firewall (an open-source firewall and routing software) and router used as traffic shaper and load balancer.

• Created a Kali Linux Pentbox HoneyPot Server to detect intrusions and serves a role as a dummy server to attract attackers.

**PROJECTS**
VIRTUALIZED CLIENT-SERVER ENVIRONMENT

• Created end-to-end trusted and encrypted IMAP+SMTP connections.

• Created digitally signed and personally encrypted e-mail exchange.

• Project included installation of Microsoft Server 2016 based on latest available RTM build and to be used as the Server Guest OS

• Installation of Microsoft Windows 10 Professional installation used as Workstation Guest OS

• RTM build of Mozilla Thunderbird used as the e-mail client

• Utilized digital certificates generated in-house and implicitly trusted by the e-mail client applications.