

Drashtiben Maheshkumar Varia

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PROFESSIONAL SUMMARY

Dedicated and solution-focused Technical Analyst with over 4 years of experience providing comprehensive technical support to clients and companies. Recently graduated with a master's degree in Network and Information Security from Kingston University, seeking to leverage expertise in further technical support roles.

SKILLS

- Complex Problem Solving
- Document Preparation
- Strong Verbal/Written Communication
- SQL
- Phone & Email Support
- Windows Server Support
- Customer Satisfaction
- Risk Assessment
- Pen Testing
- Legal Ethics

RECENT EDUCATION

Kingston University, UK

Master of Science in Network and Information Security with Merit

2021 – 2022

- Topics include: Cryptography and Application, Mobile Security, Data communication (MATLAB and Simulink), Network and Information Security.
- Project Accomplished: Penetration testing using IP table firewall rules

WORK EXPERIENCE

Level 2 - Server Support Analyst (Aptos contract UK)

Paul Mason Consulting India Pvt. Ltd., Vadodara

June 2019 – August 2021

- Handled an average of 50 clients' queries daily via telephone, ensuring prompt resolution and client satisfaction.

- Managed clients' queries and daily updates in the SalesForce ticketing tool, maintaining accurate and up-to-date records.
- Provided technical support, including problem escalation and identification of incidents, resulting in timely resolutions.
- Liaised with stores and other IT personnel to address and resolve issues, ensuring effective communication and collaboration.
- Conducted regular checks and maintenance to ensure the functionality of EPOS systems for clients, minimizing downtime.
- Edited registry settings to resolve peripheral failures, reducing system downtime by 20%.
- Added and removed tills & stores on the database system and in Active Directory with 100% accuracy and adherence to protocols.
- Deployed printers on client machines using printer server and updated group policy to ensure seamless printing operations.
- Coordinated with onsite engineers to address hardware or software issues promptly and efficiently.
- Prepared documents based on knowledge management, contributing to the development of best practices and standard procedures.
- Assisted in deployment, releases, user support, issue resolution, and reporting, ensuring smooth operations and client satisfaction

Level 1 - Server Support Analyst

Paul Mason Consulting India Pvt. Ltd., Vadodara

Aug 2017 – May 2019

- Provided 24/7 operational support to UK clients, ensuring continuous service availability.
- Managed and prioritized an average of 12 incidents (tickets) daily, maintaining efficient resolution timelines.
- Created and disabled users in Active Directory with 100% accuracy and adherence to security protocols.
- Tracked all open tickets and collaborated with other departments to expedite issue resolution.
- Directed users to the correct departments, streamlining issue resolution processes and reducing downtime.
- Collaborated with team members to identify common issues, resulting in the creation of parent tickets for effective problem management.
- Delivered defined operational processes for clients, meeting all service level agreements.

- Conducted client calls in the UK to address technical issues related to software, ensuring prompt resolution and client satisfaction.
- Performed virtual database backups for clients in case of backup failures, ensuring data integrity and disaster recovery readiness.
- Worked with the Operations Team Lead to identify and implement process improvements, enhancing team effectiveness.
- Identified and suggested improvements that contributed to enhanced service delivery and client satisfaction.
- Recognized as "**Player of the Month**" in March for consistent performance and demonstrating excellent customer delivery approach.

Technical Support Executive

Proseon Technologies Pvt. Ltd, Vadodara

Mar 2016 – Aug 2017

- Resolved an average of 25-30 customer issues per day, exceeding performance targets by 10%.
- Prepared 50+ accurate and timely reports, contributing to data-driven decision-making processes.
- Documented knowledge in the form of 100+ tech notes and articles, enhancing team productivity and knowledge sharing.

EDUCATION

GTU, Parul Institute of Engineering and Technology

Bachelor of Engineering in Computer Science and Engineering - CGPA=7.59

2012 – 2016

EXTRA-CURRICULAR ACTIVITIES

- Campaigning Co-Ordinator, "PROJECTION 2014", Parul Group of Institute, Vadodara
- Event Manager, "Money Minter" event, GTU
- Active participant, Youth festival "XITIJ –'13" and "XITIJ '14", G.T.U.
- Active participant, Business Quiz, Entrepreneurship Development Cell within Parul Campus

DECLARATION

I hereby declare that the above-given information is true to my concern.