Aastha Jain

Technical Support Analyst – Ticket Resolution, O365 Support, & Troubleshooting Training

✉ aasthajainca1@gmail.com   📞 +1 (647) 883-2839   📍 Toronto   in LinkedIn

SKILLS

- **Operating Systems & Imaging**: Windows 10/11, macOS, device imaging tools, basic deployment, setup.
- **Ticketing & Remote Tools**: ServiceNow, Jira, desktop tools, VPN troubleshooting, DNS configuration.
- **Identity & Access**: Microsoft Intune, Azure AD, AD user provisioning, MFA setup, basic PowerShell scripting.
- **Productivity Suites**: Office 365 admin console, Google Workspace, Outlook, Teams, Zoom configuration.
- **Hardware & Endpoint Support**: Desktop hardware support, peripheral troubleshooting, security checks.

WORK EXPERIENCE

Engineer – Cloud & Infra Services   **September 2022 – September 2024**
LTIMindtree (Client: Microsoft)   *Remote / India*

- Diagnosed system lags, failed OS patches, and access denial errors across 450+ endpoints by executing remote troubleshooting via Windows 10/11 tools, reducing repeat incident rate by 38% through root cause identification.
- Delivered step-wise configuration walkthroughs to 900+ end-users for Microsoft Teams, Zoom, Outlook, and Excel, ensuring successful onboarding with a 97% reduction in re-opened tickets by employing delivery analysis.
- Resolved 1200+ incident and service requests by prioritizing tickets in ServiceNow using pre-configured SLA workflows, updated real-time resolution logs, and deployed workaround repositories, improving resolution.
- Executed scheduled endpoint scans, applied patch updates, and monitored antivirus health metrics using Intune and Defender dashboards, ensuring 100% compliance across devices and mitigating endpoint vulnerabilities.
- Created and provisioned 700+ user identities in Azure Active Directory using conditional access and group-based access assignments, reducing manual provisioning time by 56% and eliminating unauthorized access incidents.

Assistant Team Lead – IT Support   **April 2022 – July 2022**
Mphasis (Client: HP)   *India*

- Resolved 200+ cases per week including VPN disconnections, network latency, printer queue errors, and authentication failures, achieving 92% CSAT by analyzing issue types and aligning escalation protocols with SLA.
- Authored 20+ standard operating procedure documents covering remote troubleshooting scenarios, software installation steps, and access provisioning policies, reducing recurring ticket volume by 33% across the 3-month.
- Escalated 60+ high-priority unresolved incidents to Level 2 engineering using accurate RCA logs and performance benchmarks, reducing average turnaround time by 48% and increasing incident closure satisfaction scores.
- Managed creation and access configuration of 500+ Active Directory user accounts using permission templates, minimizing provisioning errors by 41% and maintaining access privilege accuracy across distributed teams.
- Monitored hardware deployment and completed setup for 120+ onboarding employees using remote configuration tools, ensuring zero setup rework cases and consistent 100% delivery timelines adherence across onboarding cycles.

Senior Technical Support Executive   **July 2021 – April 2022**
Infosys BPM (Client: Tyson Foods)   *India*

- Configured 900+ laptops and desktops remotely using pre-configured imaging scripts and account management protocols, ensuring 98% login success rate on first use with zero configuration rollback incidents post-deployment.
- Diagnosed and remedied 250+ daily technical incidents involving sync errors, software crashes, and email failures, increasing issue triage accuracy by 47% by applying categorized solution tags in internal resolution databases.
- Acted as liaison between technical team and 40+ department heads to confirm permissions, resolve credential errors, and validate data access, enabling accurate provisioning and a 35% drop in duplicate ticket submissions.
- Curated and updated 120+ knowledge base entries for software errors, login failures, and system configuration mismatches, reducing ticket duplication and improving issue deflection rate by 26% quarter over quarter.
- Coordinated 200+ mobile devices by executing email sync configuration, MDM compliance enforcement, and custom app deployment across Android and iOS, increasing first-time resolution rates for mobile issues by 31%.

Technical Support Coordinator   **January 2020 – May 2021**
Back2Study (Remote – COVID Response Project)   *India*

- Facilitated 500+ international students in login issue resolution, document upload problems, and platform access errors, resulting in a 92% issue closure rate using follow-ups and structured communication protocols.
- Executed configuration and troubleshooting of G-Suite apps by resolving Google Meet audio drops, inbox sync failures, and recovery issues for 300+ user accounts, reducing repetitive queries by 42% across support cycles.
- Delivered checklist-driven resolution support to 400+ users through WhatsApp and email, reducing form submission delays by 55% while maintaining audit-ready timelines for application reviews and status updates.
- Logged 1000+ service cases using structured spreadsheets with filters to flag high-priority incidents, escalating CRM sync delays to the developer team and cutting system downtime and data gaps by 62% across dashboards.

- Configured secure portal access and remedied authentication issues for admissions staff, decreasing credential error frequency by 47% during application surges, maintaining zero-access outage during cycle refresh windows.

Process Associate – IT Support   December 2017 – October 2018
Wipro (Client: British Telecom)   *India*

- Rectified 1800+ password resets, VPN access faults, and account lockouts using Active Directory and ServiceNow workflows, achieving 94% SLA compliance on Tier 1 tickets through triage steps and policy-based escalation rules.
- Managed daily ticket inflow via phone and portal, escalating 15% complex issues to Level 2 support using categorization protocols, improving queue efficiency and allowing technical teams to prioritize critical faults.
- Documented case resolutions in ServiceNow, realigned dashboard logs with real-time status, and extracted trend based analytics to forecast incident patterns, increasing accuracy of resolution reporting metrics by 23%.
- Onboarded 200+ employees by delivering access credentials and walkthroughs for enterprise tools, verifying endpoint readiness and completing system configurations first-day login success and zero backlog reassignments.
- Completed ITIL module training and practiced basic diagnostics across Windows-based clients, increasing first contact resolution for hardware queries by 38% and minimizing repetitive troubleshooting cycles at L1 tier.

PROJECT EXPERIENCE

Internal Helpdesk Ticketing Process Optimization   January 2017 – May 2017
Support Process Lead, India

- Simulated 100+ internal tickets in ServiceNow, categorized incident types, and benchmarked average response and resolution metrics, enhancing triage accuracy by 28% through systematic cause tagging and prioritization.
- Designed 15+ troubleshooting templates for VPN and printer errors by mining recurrence patterns from ticket simulations, achieving 33% drop in issue variance during process audits through template reuse & decision logic.
- Built SOPs and decision workflows for access and connectivity issues, tested logic via simulation logs, and iterated workflows with peer review to decrease response time by 21% across test categories with repeat incidence.
- Presented 3 peer-reviewed reporting decks and identified documentation gaps in issue escalation and ticket resolution paths; Revised flowcharts and SLA matrices to resolve inconsistencies, reducing simulation delays.
- Engineered visual Excel dashboards with pivot tables, slicers, and data visuals to monitor internal ticket KPIs; isolated throughput drop zones and trimmed simulation cycle time by 36% via corrective path restructuring.

EDUCATION

Bachelor of Engineering – Information Technology   August 2013 – June 2017
RGPV University, India

CERTIFICATIONS

- **ITIL® 4 Foundation** – Axelos
- **Windows 11 Essential Training** – LinkedIn Learning
- **Time Management for Administrative Professionals** – LinkedIn Learning
- **Outlook Tips and Tricks** – LinkedIn Learning
- **Customer Service Fundamentals** – LinkedIn Learning