**Arjun Kumar**

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New Zealand open work visa

Career objective / career summary / personal summary / personal statement

Highly motivated technician with four years’ experience as a technical analyst. Taking the next step in my New Zealand career and seeking an IT service desk position within an innovative organisation that values diversity, integrity and high standards of customer service.

Key skills and competencies

Technical skills

* Operating systems: Windows 7, 8, 10, Mac OS, Linux
* Software: Microsoft Office suite, Adobe Utilities, Microsoft Lync, video conferencing
* Networking: LAN/WAN, TP/IP,
* ITIL Foundation
* MCSA (MCP)
* CATIA, CAD/CAM
* C++, Java

Problem solving

* Comprehensive experience investigating and diagnosing ICT incidents on Windows and Linux platforms for clients in the USA, UK and India, developed while working at Symantec.
* Experience running diagnostic tools such as Wireshark, System explorer and HDDScan.
* Interpreting the results, finding the root cause and fixing the problem.
* Use of logical processes to diagnose issues, test and narrow down likely solutions and resolve or escalate issues.
* Experience liaising with external providers to enable resolution of issues and communication with end users to update them on progress.

Customer service

* Experienced in working with people across organisations, cultures and countries, from support staff through to senior management.
* Experienced in providing clear instructions to assist non-technical staff increase their confidence and ability to use IT systems and resolve issues.
* Demonstrated excellent interpersonal skills by working with staff who were under pressure and stress to resolve their IT issues quickly. While at IBM, assisted clients who were experiencing regular technical difficulties after new hardware was installed and a system upgrade undertaken.
* Achieved an average of 85 percent first call resolution rate and 90 percent customer satisfaction rate while at Symantec.

Key skills and competencies continued

Communication

* Experience in working across a range of modalities including phone, chat and face-to-face, using appropriate communication styles.
* Effective communication in writing to management, clients and staff, utilising appropriate communication channels such as reports, email and letters.
* Ability to build rapport quickly and confidently with a wide range of people, both nationally and internationally.

Teamwork

* Practical experience working in a New Zealand team environment – worked within a team of eight at Burger King and within teams of four for two ICT projects while at Weltec.
* Experience working within a team of seven while at Symantec and then leading a team of ten at IBM.

Self-management

* Capable of working in a fast-paced work environment and responding to clients’ demands as undertaken at Symantec and IBM.
* Focused and disciplined – managed workload for Graduate Diploma at Weltec alongside regular employment at Burger King.
* Able to work under pressure and prioritise incidents according to established priorities.
* Keen to learn new technologies – belong to three ITC forums in Wellington.

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| Technical work experience |  |
| **Lead operations specialist** |  |
| IBM, Chennai, India | 2015-2016 |

* Responsible for a team of 10 help desk staff and technical analysts.
* Performed quality assurance checks of incident reports processed by team.
* Trained four new employees on correct procedures to respond to and manage incidents.
* Assisted the team through a business restructuring process.
* Collaborated effectively with clients based in UK, USA and India.
* Improved first call resolution from 70% up to 85% after initiating staff training.

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| **Technical analyst** |  |
| Symantec, India | 2013-2014 |

* Managed incidents and requests through calls, emails, chats and face-to-face from commencement to completion.
* Investigated and diagnosed ICT incidents for all hardware, software and networking systems. Escalated problems to second level when required.
* Maintained helpdesk database by entering caller statistics, enquiries and responses in accordance with company policy.

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| **New Zealand work experience** |  |
| **Team member** |  |
| Burger King, Johnsonville, Wellington (part time) | 2017-current |
| • Served customers |  |
| • Worked in a multicultural team environment |  |
| • Prepared food |  |
| • Maintained food safety and hygiene standards |  |
| • Regularly did additional shifts when requested |  |

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| **Education** |  |
| **Graduate Diploma in Information Technology**, |  |
| Wellington Institute of Technology, Wellington | 2017 |
| **Bachelor of Technology (Mechanical Engineering),** |  |
| Delhi University, India | 2009-2012 |

**Certifications**

* ITIL Foundation
* MCSA (MCP)

Memberships

* Project Quality Assurance Forum, Wellington
* Wellington Windows Infrastructure and Azure User Group
* IT Service Management Forum, New Zealand

Interests

Running, cricket, technology

Referees

Referees available on request

**You may be required to include your referees, for example:**

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| --- | --- |
| John Smith  Team Leader, Burger King, Johnsonville  Phone: 021 301 23 456  Email: johnsmith14@hotmail.com | Sanjeev Ahuja  IT Service Assurance Manager  IBM, Chennai  Email: sanjeev.ahuja02@ibm.com  *(Sanjeev is fluent in English)* |