

Tabrez Pasha



#22, 1st Stage Kesere new layout, Rajendra Nagar, Mysuru, Karnataka 570007 • tabrezp07@gmail.com • +91-9066102783

Education

Visvesvaraya Technological University - **MCA** (Master's in Computer Application), 2012.

SBRR Mahajana First Grade College - **B.sc** (Computer science), 2009.

Vidya Vardhaka Pre-University College - Higher Secondary **P.U.C**, 2006

Gnana Gangotri Convent High School – **S.S.L.C**, 2004

Experience

KBC Technologies Pvt Ltd
IT Support Lead

Bengaluru, Karnataka
Sep 2024 – Present

- ❖ Led **onsite IT OPERATIONS**, ensuring high-quality L2 support and rapid issue resolution aligned to SLA metrics.
- ❖ Collaborated with internal stakeholders and external vendors for seamless service fulfillment and technology deployment.
- ❖ Developed and maintained Standard Operating Procedures (SOPs), **KNOWLEDGE BASE** articles, and process documentation to support continuous improvement and audit readiness.
- ❖ Implemented technical solutions to meet user and business needs, focusing on compliance, user experience, and operational efficiency.
- ❖ Maintained accurate IT asset records, ensured compliance with endpoint standards, and led periodic inventory audits.
- ❖ Conducted training and onboarding sessions to improve user productivity and adoption of enterprise tools.
- ❖ Acted as the primary escalation contact, managing critical incidents and **EXECUTIVE SUPPORT** cases with professionalism and urgency.
- ❖ Streamlined incident response workflows and led post-incident reviews to drive improvements in **SERVICE DELIVERY** and downtime reduction.
- ❖ Directed resource allocation and coordination during major incident handling, ensuring minimal business disruption.
- ❖ Built strong stakeholder relationships through consistent communication, transparent updates, and proactive support.
- ❖ Executed full-scale migration from Windows 10 to Windows 11, including policy rollout, user readiness, and endpoint validation.
- ❖ Standardized system configurations and enforced security policies by aligning ITSM best practices across device and application deployments.
- ❖ Recovered critical data and restored user files, demonstrating agility in high-impact scenarios.
- ❖ Oversaw **ACTIVE DIRECTORY** provisioning, security group assignments, and access controls during user onboarding.
- ❖ Managed ITSM records and access provisioning, including facilities permissions and audit trails.
- ❖ Administered Microsoft 365 applications and services, including troubleshooting, updates, and policy enforcement.
- ❖ Partnered with vendors and global teams for new application onboarding, testing, and phased rollout.
- ❖ Prioritized and resolved incidents based on business impact, ensuring VIP and executive users received dedicated, responsive support.

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HCL Infotech Ltd
Senior Analyst

Bengaluru, Karnataka
February 2023 – June 2024

- Served as a Senior Analyst supporting global operations for Informatica, resolving end-user incidents across EMEA, APAC, and Americas through calls, emails, and chat channels.
- Acted as the initial point of contact and technical SME, delivering prompt resolutions to onboarding, access, and **INFRASTRUCTURE**-related queries.
- Managed employee lifecycle tasks via Workday and ServiceNow, including onboarding, rehire, and contract conversions initiated by hiring managers.
- Provisioned access and security entitlements across multiple platforms such as Jira, Thycotic, Zoom, Unix, Salesloft, and Salesforce.
- Supported multi-factor authentication and login issues via Okta, handling group assignments, policy enforcement, and user mapping across regions.
- Handled user relocation and organization unit adjustments, modifying group memberships and directory settings to match geo-specific requirements.
- Facilitated catalog requests, granting users appropriate application access by assigning relevant Okta groups as per compliance norms.
- Administered distribution lists in Microsoft Exchange, including static and dynamic DL membership management for internal teams.
- Created folders and managed user permissions in Secret Server, in alignment with SOC and security group owner approvals.
- Delivered L1–L2 support for devices running Windows 10, macOS, and core applications like Microsoft 365, VPN, Outlook, and Teams.
- Conducted thorough diagnostics for login, network, BitLocker encryption, and application-level issues under strict SLA adherence.
- Leveraged Zoom, Teams, and other remote tools to provide real-time resolution and guide users through troubleshooting steps.
- Offered application-level support for Excel, Word, Outlook, and Teams, minimizing user disruption during critical business hours.
- Led and mentored a small team of service desk professionals, managing escalations, assigning workloads, and promoting a service-first culture.
- Regularly evaluated team performance, offering coaching, feedback, and improvement plans to optimize resolution timelines and customer experience.
- Built strong stakeholder relationships through proactive communication, status reporting, and reliable **SERVICE DELIVERY**.
- Designed and executed internal training programs to standardize onboarding practices and upskill new hires.
- Conducted post-incident reviews, identifying process gaps and implementing changes to strengthen operational resilience.

➤ Payroll - IDC Technologies
Service desk Analyst for client TCS
Project: Suncorp Group (Insurance & Banking, Australia)

Mysore (Remote)
January 2021 - November 2022

➤ Payroll - Pioneer financial and management Services Ltd
Senior Service Desk Engineer Client Wipro
Project: **Emirates National Bank Dubai & Emirates Islamic Bank (Middle East)**

Mysore, Karnataka
June 2019 - March 2020

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- CMS IT Services Pvt. Ltd
Project: **L&T Ltd**
Worked as a Customer Support Engineer (India)

Mysore, Karnataka
Jan 2016 - Sep 2017

Leadership & Activities

- Hardware, Software, Network, and Operating System troubleshooting including Windows, VPN, and MS Office suite.
- Proficient in tools like ServiceNow and Remedy for incident/request/**CHANGE MANAGEMENT** workflows
- Deep knowledge in TCP/IP, DHCP, DNS, SMTP, VLAN, and configuring office printers.
- Experience in **ACTIVE DIRECTORY** — creating users, assigning/removing security groups, OU realignment by region.
- Managed distribution lists in MS Exchange; added/removed users and applied exception-based policies.
- Hands-on experience in assembling PCs, creating partitions, formatting drives, and exporting/importing data.
- Installed and updated antivirus (Symantec) across servers and endpoints to maintain **SECURITY COMPLIANCE**.
- Applied OS patches and updated Windows versions across laptop/desktop environments
- Enabled system interconnectivity via Workgroup/Domain networking and handled user policy enforcement.
- Configured and troubleshot issues across hardware, software, and LAN/WAN **INFRASTRUCTURE**.
- Managed RSA token provisioning, BitLocker encryption, and Okta-based MFA as part of access control.
- Facilitated process-based training, participated in IT team briefings, and tracked SLA-bound tickets.
- Provided remote assistance using MS Lync, RDP, and MSRA for global users.
- Created and reported MIS summaries to leadership for IT performance reviews.
- Managed router configurations, 801.X port-level security, and LAN authentication settings.
- Maintained and classified AMC/non-AMC IT assets, aligning with audit and inventory standards.
- Installed and configured licensed/freeware applications based on SOP compliance.
- Supported Outlook, Skype, Clearpass, Java, and ENBD core apps (Finacle, Finnone, BPM, Docsafe, Tracksoft, Siebel CRM, Empower, Remedy, Avaya, etc.).
- Worked on consoles and tools like SafeQ, ManageEngine, CPPM, Symantec, Avaya, AirWatch, external Wi-Fi access, and termination workflows.
- Managed secured access for USB, IronKey, and optical drives post-approval through waiver-based documentation.
- Successfully led Office 365 tenant-to-tenant migration project, consolidating user data, emails, and configurations during cross-domain transition.
- Handled IT **SERVICE TRANSITIONS** including documentation, access provisioning, training coordination, and compliance validation across user teams.

Skills & Interests

Skills: Service Now and Remedy Ticketing tools, ITIL V4, Desktop Engineer, Service Desk Analyst, **INCIDENT MANAGEMENT, CHANGE MANAGEMENT**, root cause analysis, System maintenance, IT user support, VIP Support, **PROBLEM MANAGEMENT**, Team management, escalation handling, quality Assurance, interpersonal skills, communication skills, remote support.

Language: English, Hindi, Kannada. [Fluency: Good at Read, Write and Speak].

Interests: Reading Books, Cloud Computing. Team Bonding.