

VIKAS ANAPPALLY

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SCARBOROUGH, ON
avikas862@gmail.com**OBJECTIVE**

Dedicated and results-driven IT professional with a comprehensive background in resolving hardware, software, and network issues. Demonstrated expertise in providing exceptional customer service and technical support. Skilled in data analysis, programming, and system administration. Aiming to leverage analytical skills and technical acumen as a Data Analyst to drive insights and enhance decision-making processes.

TECHNICAL SKILLS

- Data Analysis: SQL, Excel, Power BI, Data Visualization, Data Mining, Statistical Analysis
- Programming: Java, Python.
- Operating Systems: Microsoft Windows, macOS, Linux, iOS, Unix
- IT Support Tools: Active Directory, Ticketing Systems (Service Now, Jira), Office 365, Microsoft Office Suite, Remote Desktop Support
- Database Management: MySQL, Oracle, MongoDB
- Cloud Technologies: AWS, Azure, Google Cloud Platform
- Certifications: CISCO Network Security and Support, CISCO Introduction to Cyber-Security, Certified Big Data Analyst (in progress)

EXPERIENCE**Apple Support Tier 1 Advisor****Company: Kelly Services Limited**

January 2024 - Present

Roles and Responsibilities:

- Provided exceptional customer service and technical support to Apple customers via phone, email.
- Demonstrated excellent written and spoken English skills in communicating with customers to understand and resolve their inquiries.
- Utilized problem-solving skills to diagnose and troubleshoot hardware and software issues with Apple products.
- Managed customer inquiries efficiently and effectively, ensuring prompt resolution and customer satisfaction.
- Maintained attention to detail and excellent English written grammar skills in all customer communications.
- Adapted to changing work environments and worked independently to meet customer needs.
- Fostered a positive attitude and collaborated effectively with team members to achieve shared goals.

Volunteer Experience**Data Analyst | Glocal Foundation**

Feb 2024 - April 2024

Roles and Responsibilities

- Contributed as a Data Analyst at Glocal Foundation, leveraging analytical skills to process and analyze data related to community initiatives and outreach programs.
- Collaborated with the team to identify key metrics and develop reports to track the effectiveness of various projects.
- Utilized SQL and Excel to clean, organize, and manipulate large datasets, extracting actionable insights to support decision-making processes.
- Presented findings and recommendations to stakeholders, aiding in the formulation of strategies for improving program outcomes and impact.
- Demonstrated a commitment to social responsibility by volunteering time and expertise to support the Foundation's mission of fostering positive change within local communities.

Company: Arch Hotel**Post: Support Engineer-IT & Information Security**

July 2019- January 2023

Roles and Responsibilities:

- Utilized SQL and Excel for data analysis and reporting, contributing to process optimization and decision-making.
- Provided technical support to end users, resolving hardware, software, and network issues promptly and efficiently.
- Demonstrated strong problem-solving skills to diagnose and troubleshoot technical issues, ensuring minimal downtime for users.
- Delivered exceptional customer service, maintaining a positive and professional attitude while addressing end-users needs and concerns.
- Collaborated with cross-functional teams to define data analysis requirements and develop solutions. Additionally, contributed to team training sessions on IT support tools and best practices.

Company: Macmet Limited.**Post: IT Support**

Dec 2016- May 2019

Roles and Responsibilities:

- Diagnosed and resolved technical issues, including hardware and software problems, using a methodical approach to troubleshooting.
- Communicated technical concepts clearly to end-users, providing detailed instructions and guidance to resolve issues effectively.
- Diagnosed and resolved technical issues, including hardware and software problems, for internal users.
- Communicated effectively with end users to provide guidance and instructions for issue resolution.
- Maintained detailed documentation of support requests and solutions, facilitating knowledge sharing.
- Participated in continuous learning and development to stay updated on emerging technologies.

EDUCATION**University of Windsor**

Program-Electrical and Computer Science Engineering

Master's of Engineering(M.Eng)**Jawaharlal Nehru Technological University**

Program -Electronics and Communication Engineering

Bachelor's of Technology(B.Tech)