

LAV MAHATO

HELP DESK TECHNICIAN — Active Directory, Incident Management & Customer Service

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SKILLS

- **Operating System:** Installation, configuration, troubleshooting across Windows, macOS, Linux environments.
- **Active Directory & User Management:** Account setup, password resets, and group policy handling.
- **Hardware & Software Support:** Diagnosing and resolving system errors, and hardware malfunctions
- **Networking & Connectivity:** Managing LAN/WAN setups, TCP/IP configuration, and VPN support
- **Tools & Platforms:** Azure, ServiceNow, Zendesk, SQL, and HTML for system administration

WORK EXPERIENCE

Office Volunteer

Melanoma Canada

June 2025 – July 2025

Ontario

- Delivered on-site hardware and software diagnostics, resolving 25+ device issues weekly, minimizing downtime by 20% and ensuring continuous workflow through structured technical escalation and follow-up processes.
- Mentored and validated digital and physical documentation for 200+ entries, implementing systematic data protocols and achieving 100% record accuracy across administrative repositories and compliance frameworks.
- Revamped data entry and filing operations using Microsoft Excel, standardizing document templates, improving processing speed by 15% through analytical validation, precision-driven information management methodologies.
- Initiated and managed office devices including laptops and scanners, performing regular inspections to prevent failures and ensure optimal equipment uptime across 10 workstations, maintaining smooth daily operations.
- Coordinated internal reporting by collecting performance metrics, preparing summary logs, and optimizing operational efficiency by 10% through structured workflow documentation and procedural standardization.

Technical Support Representative

Top Talent Bridge

December 2021 – August 2023

Remote

- Implemented remote technical support to 120+ users via phone, email, and ticketing systems, resolving hardware and software issues using VPN and RDP while maintaining consistent service quality and timely resolution.
- Facilitated in onboarding new remote employees by setting up user accounts, email access and system permissions, coordinating with IT teams to ensure a smooth workflow initiation and access to necessary tools and resources.
- Managed 150+ remote user accounts in Active Directory, performing password resets, access permissions, and configurations with LDAP, Group Policy, and Azure AD to maintain secure and organized system access.
- Performed antivirus updates and monitored firewall settings on 200+ remote devices using endpoint management tools to enhance endpoint protection and reduce potential security threats across distributed workstations.
- Documented and managed 20+ weekly remote support tickets using ServiceNow, tracking performance trends and improving overall system response and support efficiency for virtual teams across the operations.

Help Desk Technician

TrueSewa

May 2021 – October 2021

Madhesh Province

- Facilitated Tier-1 support to 100+ end users via ServiceNow ticketing, phone, and email, achieving 95% satisfaction and expediting resolution cycles through analytical troubleshooting and documented escalation workflows.
- Generated, configured, and maintained desktops, laptops, and peripheral devices using SCCM, applying structured testing routines that enhanced system reliability by 15% and reduced recurring hardware service requests.
- Authored & updated technical documentation for recurring issues in Confluence, reducing repeat inquiries by 10%, ensuring uniform knowledge distribution across the support division through standardized knowledge bases.
- Monitored web and social media integrations using Google Analytics to ensure SEO compliance, enhancing accessibility, increasing digital reach by 25% through data-driven optimization, keyword alignment practices.
- Monitored system performance and applied scheduled updates in coordination with network teams, improving operational stability by 22% and reducing connectivity interruptions across all active user accounts companywide.

EDUCATION

Diploma in Computer Systems Technician Networking

Canadore College, Mississauga, Canada

September 2023 – May 2025

Diploma in Computer Science and Engineering

East West Institute of Polytechnic, India

August 2018 – May 2021

CERTIFICATIONS

- Google IT Support Professional Certification – Coursera