

VIKAS BANDI

IT Service Desk Professional · Technical Support Specialist · Customer Experience Advocate

8121103655 • hi@vikas.fyi • [linkedin.com/in/vikasbandi](https://www.linkedin.com/in/vikasbandi)

PROFESSIONAL SUMMARY

Results-driven IT Service Desk and Technical Support professional with 10+ years of experience across global organizations including Oloid.ai, Dell Technologies, Tech Mahindra, and Concentrix. Proven track record of resolving complex hardware and software issues, managing escalations, and delivering exceptional customer experiences. Hands-on expertise with Salesforce, Active Directory, Okta, Linux, and Guacamole. Recognized for analytical thinking, process optimization, and mentoring teams to exceed SLA benchmarks.

CORE COMPETENCIES

IT Service Desk Management • Technical Troubleshooting • Incident & Escalation Management • SLA Adherence • Process Optimization • Customer Experience Management • People Management & Leadership • Cross-Functional Collaboration • Knowledge Base Management • Quality Assurance • Analytical Thinking • Conflict Resolution

WORK EXPERIENCE

Support Engineer | Oloid.ai

Dec 2024 – Present

- Provide end-to-end technical support for Oloid's AI-powered physical security and access control platform, resolving hardware and software integration issues.
- Collaborate with engineering and product teams to escalate and resolve complex customer-reported defects and platform issues.
- Manage incident tracking, customer communication, and SLA adherence using internal ticketing systems.
- Serve as primary point of contact for enterprise clients, ensuring smooth onboarding and ongoing technical assistance.
- Contribute to knowledge base articles and internal documentation to improve team efficiency and first-call resolution rates.

Sr. Associate – Service Desk | Tech Mahindra

Sep 2023 – Sep 2024

- Managed and troubleshooted software-related queries including password management, delivery management, order management, transaction verification, inventory, and Genesis-related issues.
- Spearheaded resolution of escalated queries using analytical thinking and structured problem-solving, improving customer satisfaction metrics.
- Leveraged tools including Salesforce, Guacamole, Active Directory, Okta, and Linux to support day-to-day operations.
- Served as a reliable point of contact for semi-technical support, utilizing deep product knowledge to deliver personalized solutions.

Senior Technical Support Technician | Dell Technologies

Jun 2022 – Jul 2023

- Diagnosed and resolved complex hardware and software issues for enterprise customers, reducing downtime and optimizing operations.
- Served as the primary escalation resource for complex technical problems, ensuring timely and effective resolutions.
- Championed process improvement initiatives that streamlined technical support operations and increased team efficiency.
- Collaborated cross-functionally to identify improvement opportunities and enhance the end-to-end customer experience.

Service Desk Associate – Senior Technical Support | Concentrix Services Pvt Ltd

Jun 2019 – Jun 2022

- Delivered expert technical support and troubleshooting for a large-scale enterprise client base, resolving complex issues with professionalism.
- Acted as a Subject Matter Expert (SME), mentoring team members and driving continuous improvement initiatives.
- Managed escalated technical queries using cutting-edge technology knowledge to optimize customer satisfaction and retention.
- Maintained high first-call resolution rates through in-depth product knowledge and superior problem-solving skills.

Semi-Technical Support Advisor | Concentrix Daksh Services Pvt Ltd

Jun 2017 – Nov 2018

- Resolved intricate customer inquiries and guided users through complex product-related issues with a customer-first approach.
- Managed escalated queries using analytical thinking, ensuring seamless resolution and improved customer satisfaction.
- Collaborated cross-functionally to optimize support processes and contribute to continuous improvement initiatives.

Digital Interactive Advisor | 247 Inc

Jul 2014 – Jan 2017

- Utilized advanced digital communication tools to engage diverse customer bases across multiple digital channels.
- Resolved complex customer inquiries by combining technical expertise with strong communication skills to consistently exceed SLA benchmarks.
- Proactively identified process enhancement opportunities and collaborated with internal teams to optimize digital support workflows.

EDUCATION

Bachelor of Commerce (B.Com)

2024

Swamy Vivekananda Shubarati University