

Md Farhan (IT Support Coordinator)

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Riyadh, Saudi Arabia

PROFILE SUMMARY

Skilled and results-driven **IT Support Coordinator** with 1 year of hands-on experience on managing and streamlining IT service operations using the Kore.ai ticketing system. Adept at coordinating support activities, triaging and assigning tickets, monitoring resolution timelines, and ensuring compliance with SLAs. Strong background in leveraging Kore. Ai's AI-driven automation features to enhance desk efficiency, reduce manual workload, and improve user response times. Known for excellent communication, organizational, and problem-solving skills, with a commitment to delivering high-quality technical support and continuous service improvement.

PROFESSIONAL EXPERIENCE

FUTURE LOOK ITC – OLAYA, RIYADH

Designation – IT Support Coordinator

Aug-2024 – Still Working

Key Roles and Responsibilities:

- I have 1 year of GCC experience as an IT Support Coordinator.
- I have performed duties like Creating Tickets, monitoring tickets and updating tickets related to the issues & Assigned, and escalated tickets to appropriate IT staff or teams.
- Monitor, triage, assign, and escalate support tickets using systems like Kore.ai or Jira.
- Ensure timely resolution of issues while meeting SLA requirements.
- Oversee day-to-day help desk operations and support teams and act as the first point of contact for service requests.
- I have good experience in raising and prioritizing IT support tickets in response to urgent business requirements and following up with the support team for resolution.
- Maintain accurate records of issues, solutions, and support processes & generate regular reports on ticket trends, resolution times, and user satisfaction.
- I have performed duties like Creating Tickets, monitoring tickets and updating tickets related to the issues & Assigned, and escalated tickets to appropriate IT staff or teams.
- Maintained clear, detailed documentation within tickets, including troubleshooting steps, resolutions, and follow-up notes.
- Analyzed ticket trends and generated weekly/monthly reports to identify recurring issues, performance gaps, and opportunities for automation.
- Developed and enforced ticket handling procedures, improving consistency and quality of service across support teams.
- Worked closely with end-users to collect feedback on support experience and used insights to improve ticket management workflows.
- Integrated the ticketing system with communication platforms (e.g., email, MS Teams) for real-time ticket updates and alerts.

UNOSIS IT SOLUTIONS –BANGALURU, INDIA

Designation – Sap Security Consultant

Oct-2022 - April - 2024.

Key Roles and Responsibilities:

- I have 2 years of experience as a Sap Security Consultant in the ECC Module.
- I have worked on user administration and role administration by using the t-codes **SU01** and **PFCG**.
- Having a good experience in user related issues by using the t-code su53 (last Authorization Check)

- Performed duties like creating, assigning and modifying roles by using PFCG.
- By using the t-code **SUGR**, I have created a user group to identify the user from which country he is from & by using the t-code **SE16** I have retrieved the information about user data.
- I have created multiple users by using the t-code **SU10**.
- Good knowledge in functional modules like (**SAP MM, SD, FICO, WHM**) etc.
- Performed user related activities like (Creating users, deleting users, copying user, locking/unlocking users, etc. And performed role related activities like single roles, composite roles and derive roles.

SKILLS

M.s Office Suite (Excel, Word, Power Point)

Professional in English Communication (Written & Spoken)

Proficient in English Typing.

Software Skills:

(Sap, Jira).

PROJECTS

Najeeb Auto – Testing English Bots	2024-2025
Dr. Reddy's Laboratories (Role-Sap Security Consultant)	2022-2025

EDUCATION

Ellenki Degree College – Sangar Reddy, India	2019-2022
Bachelors in commers- Major (Accounting & Business Management)	

CERTIFICATION

Kore Ai. Certified

LANGUAGES KNOWN

English, Hindi

PERSONAL DETAILS

Name: Md Farhan

Nationality: Indian

Age:25

Gender: Male

Address: Gubairah, Riyadh. Saudi Arabia