

Rakesha N. Bass

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EDUCATION & CERTIFICATIONS

Bachelor of Science in Communications in Public Relations
Certified CompTIA A+
Certified Google IT Support Professional
SQL, Python, Tableau, Excel, PowerBi

UNC at Pembroke, Pembroke, NC
Per Scholas, 2024
Coursera, 2024
Goodwill Industries Cohort, 2023

TECHNICAL SKILLS

Tools & Software: Microsoft 365 (Teams, SharePoint, OneDrive, Excel, Copilot), Windows 10/11, Active Directory, Azure AD, Microsoft Intune, SCCM, VPN & Remote Access, Zscaler, SQL, Power BI, Tableau, Salesforce, Google Analytics, Microsoft Excel

Programming Languages: Python, SQL

Desktop & End User Support: Hardware Diagnostics, Software Troubleshooting, Peripheral & Printer Support, OS Installation, Workstation Deployment & Refresh, Escalated/Tier 2 Issue Resolution

Ticketing & ITSM: ServiceNow, Zendesk, Salesforce CRM, JIRA, Incident Documentation, SLA Tracking, Knowledge Base Articles

Platforms & Tools: Microsoft 365 (Teams, SharePoint, OneDrive, Excel, Copilot), Windows 10/11, Active Directory, Azure AD, Microsoft Intune, SCCM, VPN & Remote Access, Zscaler

Process & Customer Support: Asset Management, Technical Documentation, End-User Training, Process Improvement, Multichannel Support (phone, email, chat)

EXPERIENCE

Help Desk Support (Tier 2)	Cognizant (Client: Brighthouse Financial)	April 2026 - Present
- Escalated tickets: Resolved an average of 35-50 escalated support tickets per week across our globally distributed user base with a 95%+ SLA adherence rate and a 15-minute average resolution time - Software and Hardware Troubleshooting: Diagnosed and resolved desktop hardware and software issues with Microsoft 365 applications (Teams, SharePoint, OneDrive, Excel, Copilot), Windows 10/11 OS, VPN, and remote access issues across a user base of 500+ end users - User Management: Provisioned new user accounts, reset passwords, and managed access requests within Active Directory and Azure AD, averaging 100+ requests per month - Endpoint Management: Managed device configuration and software update deployments via Microsoft Intune to keep the company fleet at 99%+ compliance - Knowledge Base Documentation: Documented troubleshooting steps and resolutions in ServiceNow, creating knowledge base articles which reduced recurring ticket volume by over 20%		
Field Services Analyst (Tier 1/2)	TEKsystems (Client: Novant Health)	June 2025 – Feb 2026
- Maintained 85%+ first-contact resolution while providing IT support to 200+ end users and solving moderately complex problems escalated by first-level support - Supported phone calls, emails, and chats simultaneously, triaging the most pressing issues and providing customers with updates on progress - Imaged and deployed 15-20 workstations per week using SCCM as a member of the Technology Refresh and Equipment Replacement Team - Collaborated with the engineering and network team to diagnose and repair a device update problem which impacted a clinical unit and returned the device to a fully functional state - Recorded and managed requests in ServiceNow while providing detailed documentation, maintaining 96% SLA compliance		

Desktop Support Technician**KCI Telecommunications****March 2025 – June 2025**

- Installed and configured new computers and software in accordance with company security policies and change management processes
- Troubleshoot hardware compatibility issues and worked with vendor representatives to process warranty claims and returns
- Established and maintained up-to-date asset logs and inventory databases to support quarterly physical audits at 100% accuracy
- Configured and troubleshooted desktop computers and associated devices for over 50 end users

Technical Support Specialist**Addison Group (Client: Follett School Solutions)****June 2024 – Aug 2024**

- Remote support via phone and e-mail with 20-30 users per day, resolving 80%+ of all issues in a single interaction.
- Resolved login, access, VPN, and software issues within 10 minutes on average.
- Guided less technical users in standard or label printer configuration and other hardware issues; identified and escalated common issues resulting in a 30% reduction in such tickets.

Client Support Associate**Veho Tech, Inc.****February 2023 – October 2023**

- Remotely addressed an average of 35+ high-volume customer, client, and e-commerce partner questions each day via chat about delivery status and missing packages.
- Worked directly with [Number] independent delivery drivers in real-time to resolve en-route routing issues, tricky stops, and access code problems.
- Achieved 95% CSAT by responding quickly and compassionately to delivery-related complaints and resolving them accurately.
- Collaborated with warehouse and dispatch teams to identify and retrieve lost shipments, correct routing errors, and avert late deliveries.
- Used sophisticated logistics tracking tools and CRM software (Zendesk, Slack, proprietary dashboards) to track live delivery routes and document important data.
- Identified patterns in failed deliveries and proactively reported regional logistics bottlenecks to senior leadership to improve future routing.
- Able to operate under pressure in a fast-paced, time-critical setting, regularly surpassing KPIs for first-response time and ticket-close time.

Technical Support Specialist**ModSquad****September 2020 – October 2023**

- Provided email, chat, and Zendesk/Salesforce ticket support to several clients.
- Consistently fielded more than 50 tickets per day, maintaining a >90% rate of first contact resolution.
- Resolved issues pertaining to mobile apps, authentication, login access, and network connections.
- Handled an average of 15-20 help desk tickets a day, including billing, ordering, passwords, and troubleshooting.
- Created and maintained knowledge articles for the group to streamline the process and increase efficiency.