Saqib Faraz

MIS & Technical Support Specialist

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🪪 Professional Summary

MIS (Management Information Systems) and Support Specialist with over 8 years of hands-on experience in Management Information Systems (MIS), User Access Management (UAM), and Service Desk operations. Adept at managing end-to-end reporting cycles, access provisioning, and technical issue resolution with a strong focus on accuracy, compliance, and user satisfaction. Skilled in translating data into actionable insights through advanced Excel reporting and dashboarding. Known as a reliable first point of contact for end users, delivering prompt support via email, phone, and webforms. Highly regarded for attention to detail, stakeholder coordination, and the ability to thrive in fast-paced, high pressure environments. Consistently recognized for dedication, adaptability, and outstanding service in both technical and customer-facing roles.

🧠 Skills & Key Competencies

- Oracle Identity Self Service (SSO)
- MS Office 365 (Excel, Word, Outlook, PowerPoint)
- Customer Service (Email and Call Support)
- Presentation and Delivery
- Works Well Under Pressure

- Oracle BI Publisher
- HPSM and CSS Ticketing Tools
- Technical Support (Hardware and Software Troubleshooting)
- Verbal and Written Communication
- Quick Learner

- Active Directory
- Operations Management
- Problem-Solving and Analytical Thinking
- People Management and Team Coordination
- Ability to engage across all levels & cultures

🌐 Languages

ENGLISH
Reading, Writing & Speaking

URDU
Reading, Writing & Speaking

TAMIL
Reading, Writing & Speaking

HINDI
Speaking

🏠 Organisations

Tata Consultancy Services   07/2018 – 02/2025 | Chennai, INDIA
Senior Process Associate

Sutherland Global Services   08/2016 – 03/2018 | Chennai, INDIA
Associate

Tata Consultancy Services   07/2018 – 02/2025 | Chennai, India
CBIC-Central Board of Indirect Taxes and Customs

Management Information Systems (MIS)
- Acted as the single point of contact (SPOC) for daily, monthly, and yearly reporting, ensuring timely and accurate delivery of data to internal stakeholders, team leads, managers, and external clients
- Created and maintained high-quality executive-level reports, including board level presentations, with focused analysis, trend insights, and result summaries
- Managed financial reporting, planning, and analytics, leveraging production tools to extract and analyze operational and performance data
- Designed and developed pivot tables, charts, and dashboards in Excel to visualize key metrics and enhance decision-making
- Maintained effective communication and stakeholder management, ensuring expectations were met at senior business levels
- Oversaw tasks with attention to detail, ensuring data integrity, consistency, and quality in all reporting outputs
- Coordinated with cross-functional teams to ensure completion of actions, data inputs, and escalations, maintaining consistent follow-up
- Proficient in Microsoft Office Suite (Excel, PowerPoint, Word), with intermediate to advanced skills in Excel, including VLOOKUPs, conditional formatting, and data validation
- Supported project management efforts, tracking progress, coordinating updates, and ensuring timely deliverables
- Collaborated with both technical and non-technical teams to align reporting efforts with organizational goals and compliance requirements.

User Access Management (UAM)
- Managed user access requests, including creation, modifications, and deletions, and assigned access rights based on job roles, responsibilities, and the principle of least privilege
- Conducted regular access reviews to remove inactive or unnecessary accounts, ensuring compliance and security
- Provided application support using tools like RSA Console, ServiceNow, Active Directory, Oracle Identity Manager, and Oracle BI Publisher
- Ensured adherence to service level agreements (SLA) in incident management processes.

Service Desk Support
- Acted as the first point of contact for users to log tickets related to technical issues, providing email and call support
- Ensured that tickets were logged and tracked efficiently, with timely follow- ups to resolve issues and meet user expectations
- Provided end-users with assistance and troubleshooting support, ensuring SLA compliance and effective resolution of technical incidents
- Demonstrated a quick learning ability, adapting to new methodologies and technologies
- Exhibited excellent communication skills, capable of managing complex tasks and collaborating across teams
- Worked independently while contributing effectively to team objectives

Sutherland Global Services   08/2016 – 03/2018 | Chennai, India
Acer India Helpdesk (Calls Support)

- Logged all customer issues and service requests in the CSS ticketing tool, ensuring accurate and timely digital records with no paper-based documentation
- Assisted customers in diagnosing computer-related problems and guided them toward appropriate solutions
- Maintained detailed logs of interactions for future reference and trend analysis
- Analyzed call logs to identify recurring issues and provided insights for process Improvement
- Handled difficult customer situations calmly and professionally, ensuring a positive support experience
- Utilized advanced troubleshooting methods to resolve complex technical problems efficiently and effectively
- Delivered high-quality support while adhering to Acer's service standards and response time expectations

🎖 Awards & Appreciation

On the Spot Award
TCS GEMS

Special Initiative Award
TCS GEMS

Contextual Master Award
TCS GEMS

Service and Commitment Award
TCS GEMS
    Presented in recognition of 3 & 5 years of dedicated service

Consistent Excellence Appreciation
CBIC (GST & CUSTOMS) Officers
    17 Appreciations from CBIC GST & Customs Officers (2019)

Xcelerate Warrior
TCS GEMS

Commendation for Key Contributions to MIS
Project Manager, TCS GEMS

Recognition for Active Community and Environmental Involvement
TCS GEMS

Recognition for Empowering Visually Challenged Learners
TCS GEMS

🎓 Education

BSC Computer Science   Chennai, INDIA
The New College(Autonomous)

HSE PERNAMBUT, CHENNAI   Chennai, INDIA
Islamiah Higher Secondary School

SSLC PERNAMBUT, CHENNAI   Chennai, INDIA
Islamiah Higher Secondary School

✏ Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned in this document.