

Rehan Menon

Service Desk Analyst · FICTIONAL SAMPLE
Pune, India

Skills

incident triage

Applied to incident categorisation review through documented preparation, execution and review.

service requests

Applied to request fulfilment checklist through documented preparation, execution and review.

ITSM tools

Applied to service desk reporting through documented preparation, execution and review.

access requests

Applied to incident categorisation review through documented preparation, execution and review.

knowledge articles

Applied to request fulfilment checklist through documented preparation, execution and review.

asset context

Applied to service desk reporting through documented preparation, execution and review.

communication

Applied to incident categorisation review through documented preparation, execution and review.

escalation

Applied to request fulfilment checklist through documented preparation, execution and review.

Certifications

Customer communication clinic

Meridian Professional Learning Studio (fictional) 2023 continuing learning - not a licence or certification Incident triage and access requests in the context of service desk analyst work. Used reflective exercises and a bounded practice example related to incident categorisation review.

Service recovery workshop

Meridian Professional Learning Studio (fictional) 2024 continuing learning - not a licence or certification Service requests and knowledge articles in the context of service desk analyst work. Used reflective exercises and a bounded practice example related to

Summary

Fictional demonstration candidate. All employers, education, projects, achievements and outcomes are illustrative and unverified. Not a real application or licence record. Service Desk Analyst with an illustrative 12-year career in customer support, service delivery and account adoption. Combines incident triage, service requests, itsm tools with disciplined documentation, practical coordination and clear communication. The sample career progresses from focused execution to independent workstream ownership, with responsibilities and boundaries described for each appointment. Selected work includes incident categorisation review, request fulfilment checklist and service desk reporting. These examples explain the original problem, individual contribution, deliverables, review approach and remaining limitations rather than relying on unsupported headline claims. Prepared for experienced service desk analyst opportunities requiring dependable delivery, thoughtful professional judgement and collaboration. The qualification narrative includes Postgraduate diploma in IT Service Operations. Every named organisation and outcome in this record is fictional; professional eligibility is not independently established. Turn a clear brief into dependable customer support, service delivery and account adoption work: understand the context, apply incident triage and service requests, record the evidence and explain the limitations before handover.

Experience

Service Desk Analyst - Meridian Customer Services (fictional)

2023-07 - Present

Independent ownership of scoped service desk analyst work, coordinating contributors and making review requirements explicit. Includes the first two selected work examples. Clarified categories and diagnostic requirements. Standardised approved steps and completion evidence. Led brief clarification and prioritised work using incident triage, service requests and itsm tools. Raised unresolved constraints before committing to the next stage. Coordinated peer reviews and handover preparation; used a customer journey or service brief to distinguish completed work, assumptions and follow-up needs. Supported colleagues with practical examples of access requests and maintained a concise learning record after important assignments. Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Senior Service Desk Analyst - Northline Customer Services (fictional)

2019-07 - 2023-06

Owned defined assignments and supported cross-functional coordination. Developed deeper practice in itsm tools and access requests. Introduced balanced measures and review notes. Translated incoming requirements into a sequenced plan and aligned responsibilities with the project or service owner. Applied knowledge articles and asset context to resolve delivery questions while maintaining source and decision notes. Introduced reusable working documents and reviewed exceptions with the responsible specialist rather than silently changing scope. Prepared a service improvement review so the next team could understand the work and remaining questions. Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Service Desk Analyst - Cedarbridge Customer Services (fictional)

2016-07 - 2019-06

Progressed from supported tasks to independently managed assignments, with review available for unfamiliar or higher-risk decisions. Handled recurring work involving incident triage and service requests using a documented preparation and review process. Supported request fulfilment checklist by organising inputs, maintaining issue notes and incorporating reviewer feedback. Coordinated colleagues and internal stakeholders using concise status updates, clear questions



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request fulfilment checklist.

Knowledge management practicum
Meridian Professional Learning Studio
(fictional) 2025 continuing learning - not a
licence or certification Itsm tools and asset
context in the context of service desk analyst
work. Used reflective exercises and a
bounded practice example related to service
desk reporting.

Languages

English
professional working - fictional sample

Hindi
professional working - fictional sample

and agreed next steps. Improved record consistency through communication and documented handover expectations. Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Assistant Service Desk Analyst - Cedarbridge Customer Services (fictional)
2014-07 - 2016-06

Built practical foundations through supervised assignments, routine documentation and feedback from experienced colleagues. Assisted with incident triage and itsm tools within an agreed scope and escalated unfamiliar work. Prepared inputs and checked completeness before passing work to the responsible reviewer. Maintained task records and learned to communicate assumptions, constraints and observed problems clearly. Applied review feedback to subsequent assignments and developed a dependable working routine. Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

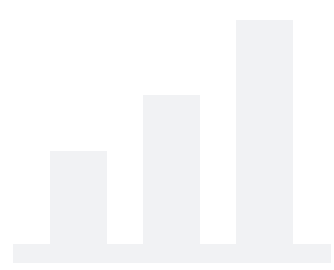
Education

Postgraduate diploma in IT Service Operations - Asterbridge Institute of Professional Studies (fictional institution)

2013-07 - 2014-05
completed - fictional record incident triage service requests access requests
Specialist study on incident categorisation review; an illustrative learning project, not a published result.

B.Sc in Information Technology - Cedarhaven College of Applied Studies (fictional institution)

2010-07 - 2013-05
completed - fictional record ITSM tools knowledge articles asset context Applied coursework in incident triage, documentation and reviewed practical assignments.



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Projects

Incident categorisation review

Fictional internal work programme in customer support, service delivery and account adoption; not a real client case study. Problem: Routing mistakes delayed resolver assignment. Objective: Create a workable response to this issue through incident triage, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up. Service Desk Analyst; owned the stated workstream, not the full organisation or every collaborator contribution. Clarified categories and diagnostic requirements. Prepared the scope with the commissioning team, identified unresolved inputs and used incident triage to turn the brief into a sequenced work package. Applied service requests and itsm tools while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes. Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed. Methods: incident triage; service requests; ITSM tools; access requests Deliverables: Incident categorisation review - scoped brief; Incident categorisation review - reviewed working package; Incident categorisation review - handover and learning summary Review: Reviewed the scoped output against the agreed brief, recorded exceptions and checked that key conclusions could be traced to observations. The review package calls for a customer journey or service brief and a named human reviewer. Illustrative outcome: the team adopted a repeatable approach for incident categorisation review, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied. Limitations: Synthetic demonstration only. Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied. No underlying client documents, independently verified measurements or signed approval records are attached.

Request fulfilment checklist

Fictional internal work programme in customer support, service delivery and account adoption; not a real client case study. Problem: Routine requests had uneven completion quality. Objective: Create a workable response to this issue through service requests, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up. Service Desk Analyst; owned the stated workstream, not the full organisation or every collaborator contribution. Standardised approved steps and completion evidence. Prepared the scope with the commissioning team, identified unresolved inputs and used itsm tools to turn the brief into a sequenced work package. Applied access requests and knowledge articles while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes. Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed. Methods: service requests; ITSM tools; access requests; knowledge articles Deliverables: Request fulfilment checklist - scoped brief; Request fulfilment checklist - reviewed working package; Request fulfilment checklist - handover and learning summary Review: Reviewed the scoped output against the agreed brief, recorded exceptions and checked that key conclusions could be traced to observations. The review package calls for a sanitised case and handoff record and a named human reviewer. Illustrative outcome: the team adopted a repeatable approach for request fulfilment checklist, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied. Limitations: Synthetic demonstration only. Cases and feedback are fictional; no

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real customer testimonials, account endorsements or service-level guarantees are implied. No underlying client documents, independently verified measurements or signed approval records are attached.

Service desk reporting

Fictional internal work programme in customer support, service delivery and account adoption; not a real client case study. Problem: Closed-ticket counts hid reopened cases. Objective: Create a workable response to this issue through itsm tools, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up. Service Desk Analyst; owned the stated workstream, not the full organisation or every collaborator contribution. Introduced balanced measures and review notes. Prepared the scope with the commissioning team, identified unresolved inputs and used knowledge articles to turn the brief into a sequenced work package. Applied asset context and communication while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes. Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed. Methods: ITSM tools; access requests; knowledge articles; asset context Deliverables: Service desk reporting - scoped brief; Service desk reporting - reviewed working package; Service desk reporting - handover and learning summary Review: Reviewed the scoped output against the agreed brief, recorded exceptions and checked that key conclusions could be traced to observations. The review package calls for a service improvement review and a named human reviewer. Illustrative outcome: the team adopted a repeatable approach for service desk reporting, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied. Limitations: Synthetic demonstration only. Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied. No underlying client documents, independently verified measurements or signed approval records are attached.



Achievements

Incident categorisation review

Clarified categories and diagnostic requirements. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Request fulfilment checklist

Standardised approved steps and completion evidence. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Service desk reporting

Introduced balanced measures and review notes. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

