



REHAN MENON

Service Desk Analyst

incident triage, service requests, ITSM tools

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FICTIONAL SAMPLE - all employers, qualifications and outcomes are illustrative and unverified.

EXECUTIVE SUMMARY

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.

AT A GLANCE

12 years

ILLUSTRATIVE CAREER

4

CAREER APPOINTMENTS

3

WORK EXAMPLES

2

EDUCATION RECORDS

CORE COMPETENCIES

incident triage / service requests

ITSM tools / access requests

knowledge articles / asset context

communication / escalation

PROFESSIONAL MISSION

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.

Career family: Customer Service & Success | Snapshot: 2026-09-22

PROFESSIONAL EXPERIENCE / RECENT

Service Desk Analyst

Meridian Customer Services (fictional)

Jul 2023 - Present | Pune, India

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)

Jul 2019 - Jun 2023 | Pune, India

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.

PROFESSIONAL WORKING PRINCIPLES

- Understand the customer issue and record context before proposing a resolution.
- Communicate realistic next steps and maintain clear escalation ownership.
- Protect customer information and separate satisfaction observations from causal business claims.

PROFESSIONAL EXPERIENCE / EARLIER

Service Desk Analyst

Cedarbridge Customer Services (fictional)

Jul 2016 - Jun 2019 | Pune, India

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 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)

Jul 2014 - Jun 2016 | Pune, India

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.

SELECTED CONTRIBUTIONS

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.

SELECTED WORK / 01

Incident categorisation review

P1 | Jan 2024 - Jun 2024 | FICTIONAL WORK EXAMPLE

Context. 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.

Contribution and ownership. 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.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

SPECIALIST PRACTICE

Customer evidence

The sample focuses on incident triage, service requests, itsm tools. Approvals, supervision and specialist input are identified in each work package; work outside this scope is referred to the designated responsible person.

Peer learning and practical guidance. Created short examples on incident triage and access requests for colleagues. Separated personal preferences from agreed team procedures and recorded useful questions.

Review and handover discipline. Facilitated practical reviews of request fulfilment checklist, ensuring that unresolved issues retained a named owner rather than disappearing from final presentations.

Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied.

SELECTED WORK / 02 AND 03

Request fulfilment checklist

P2 | Jan 2025 - Jun 2025 | Meridian Customer Services (fictional)

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.

Ownership. 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

Delivered. Request fulfilment checklist - scoped brief; Request fulfilment checklist - reviewed working package; Request fulfilment checklist - handover and learning summary

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.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

Service desk reporting

P3 | Jan 2020 - Jun 2020 | Northline Customer Services (fictional)

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.

Ownership. 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

Delivered. Service desk reporting - scoped brief; Service desk reporting - reviewed working package; Service desk reporting - handover and learning summary

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.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

EDUCATION AND SPECIALIST LEARNING

Postgraduate diploma in IT Service Operations

Asterbridge Institute of Professional Studies (fictional institution)
Jul 2013 - May 2014 | completed - fictional record
Focus: 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)
Jul 2010 - May 2013 | completed - fictional record
Focus: ITSM tools, knowledge articles, asset context. Applied coursework in incident triage, documentation and reviewed practical assignments.

CONTINUING PROFESSIONAL DEVELOPMENT

Customer communication clinic (2023). 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 (2024). Service requests and knowledge articles in the context of service desk analyst work. Used reflective exercises and a bounded practice example related to request fulfilment checklist.
Knowledge management practicum (2025). 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.

Provider for these illustrative learning records: Meridian Professional Learning Studio (fictional). Not a licence or certification.

LANGUAGES AND WORKING PREFERENCES

English and Hindi - professional working proficiency in this fictional record.
Work arrangement: hybrid; remote feasibility discussed per role. Relocation: open to discussion - sample preference. Availability: not confirmed; discuss before an interview.

CREDENTIAL AND EVIDENCE STATUS

Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied.
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Complete machine-readable data: profile.json. Interactive companion: portfolio.html. Reference CV used for structure only; this is not Ajay Prajapat's biography.