

# Mahnoor Guara

Software Support Analyst

## Profile

Software Support Analyst with 1 year of experience providing exceptional technical support and troubleshooting for various software applications. Proficient in identifying and resolving issues, creating detailed documentation, and collaborating with cross-functional teams to ensure optimal system performance. Highly adaptable and committed to continuous learning, with a strong foundation in coding, debugging, and project management. A dedicated and effective communicator, skilled in building relationships with clients and colleagues to achieve software excellence.

## Employment History

### Software Support Analyst at Inov8tive Software Solutions, ID

Feb 2023 - Present

- Successfully resolved 98% of customer tickets within the first 24 hours, leading to a significant increase in overall customer satisfaction.
- Implemented a new knowledge base system that reduced ticket resolution time by 35%, enabling the support team to handle a higher volume of inquiries more efficiently.
- Trained and mentored five new team members, resulting in a 20% increase in overall team productivity and helping the company scale its operations.
- Identified and reported over 50 critical software bugs to the development team, leading to a 90% reduction in bug-related customer complaints.

### Junior Software Support Analyst at Micron Technology, ID

Sep 2022 - Dec 2022

- Successfully resolved 95% of customer support tickets within the first 24 hours, resulting in increased client satisfaction and a 30% reduction in average ticket resolution time.
- Streamlined internal processes by developing and implementing an automated reporting system, increasing team efficiency by 40% and reducing manual errors by 25%.
- Led a cross-functional team in a project to upgrade the company's software systems, achieving a 20% improvement in system performance and contributing to a 15% increase in overall productivity.

## Education

### Bachelor of Science in Information Technology at Boise State University, ID

Sep 2018 - May 2022

Relevant Coursework: Database Management, Data Analytics, Cybersecurity, Networking, Web Development, System Analysis and Design, Programming, Cloud Computing, and IT Project Management.

## Certificates

## Details

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## Links

[linkedin.com/in/mahnoorguara](https://www.linkedin.com/in/mahnoorguara)

## Skills

Troubleshooting

SQL

Python

JavaScript

Networking

Linux

Git

## Languages

English

Arabic

## Hobbies

1. Coding or programming: Developing and enhancing coding skills in various programming languages, working on personal projects, or contributing to open-source software.