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|  SHAIKH  |
|  | IT SUPPORT SPECIALIST |

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|  | Shaikh.338483@2freemail.com  |  |

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| EDUCATION |
| (2008) |  | BACHELOR OF SCIENCE | COMPUTER SCIENCESRTM UNIVERSITY, NANDED, MAHARASHTRA INDIA. |
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| EMPLOYMENT |
| **(May 2010 – Oct 2016)** |  | HARDWARE AND NETWORK ENGINEER (Senior Associate) | HCL SERVICES LTD, HYDERABAD.* Physical setup of Desktops, Laptops, Printers etc.
* Installations and configuration of Operating System, Antivirus and various other applications on Desktops, Laptops etc.
* Installation and Configuration of Windows Servers, Network devices like Routers, Switches etc. Wireless devices, printers like USB printers, Network based printers, Scanners on desktops, laptops etc. outlook on Desktops, Laptops and Mobiles.
* Co-ordinate with ISP to resolve technical problems related to link or network down issues
* Monitoring of IT Infrastructure -Windows Servers, Network and end user machines
* Providing IT support services for hardware and software issues and Perform Preventive Maintenance Activity
* Resolution of tickets raised by end user as per the SLA agreement
* Inspection of end user machines that only authentic and authorized software only in use in the organization
* Testing of Networking devices and ensure that all are functioning properly
* Troubleshooting of Network, Internet connectivity and other browser based portal issues
* Allocation of new assets like desktops, laptops to new employees
* Taking the data backup of resigned employees
* Remote support to end user for troubleshooting of Software, Application and Performance related issues
* Providing File and Folder level permissions to end user
* Troubleshoot of Hardware, Startup & Performance issues related Desktops, Laptops, Printers, Servers and Network Devices etc.
* Replacement of faulty or defective parts in Desktops, Laptops, Printers like RAM, HDD, SMPS, Cartridges etc.
* Make sure that all the devices are in compliance with IT Standards
* Responding to the telephone calls, e-mail and personnel requests for technical support.
* Training to end users the users related to usage of Desktops, Laptops, Printers and other IT equipment and accessories as per the standard operating procedures
* Installation and Configuration of Desktops, Laptops, Printers etc.
* Troubleshooting of all branded and non-branded Desktops, Laptops, Printers etc. related to Hardware and Software
* Training to end users the users related to usage of Desktops, Laptops, Printers and other IT equipment and accessories as per the standard operating procedures.
* Troubleshooting of any technical issues in a logical and sequential manner.
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| **(Jan 2009 – April 2010)** |  | ASSISTANT HARDWARE AND NETWORK ENGINEER| IQRA COMPUTERS, PUNE* Installation & Maintenance of Computers with variety of Operating System, Networking with windows 98, 2000 & Pro, 2003 Server, Windows XP, Windows Vista, Windows 7 & Trouble-shooting of Computers & Maintenance.
* Internet connectivity & troubleshooting of the LAN Related and networking related problems, Configuring Network Printers & Sharing and troubleshooting of Network Printers.
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| PROFESSIONAL TRAINING |
| (2016-17) |  | Security Systems| CCTV/IP CCTV, ACCESS CONTROL, FIBER OPTICSHYDERABAD, INDIA. |
| (2016) |  | VMWARE E6.0HYDERABAD, INDIA |
| (2016) |  | MCSE| MICROSOFT CERTIFIED SYSTEM ENGINEERCCNA| CISCO CERTIFIED NETWORK ADMINISTRATIONHYDERABAD, INDIA. |

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| SOFT SKILLS |
| Adaptability, collaboration and strong work ethic | ∎∎∎∎∎∎∎∎∎∎ |
| Communication, problem solving and time management | ∎∎∎∎∎∎∎∎∎∎ |
| Handling Pressure, Critical Thinking,  | ∎∎∎∎∎∎∎∎∎∎ |
| Leadership, Self Confidence | ∎∎∎∎∎∎∎∎∎∎ |

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| PERSONAL INFORMATION |
| DATE OF BIRTH |  | 11th APRIL 1985 |
| HOBBIES |  | OUTDOOR GAMES, TRAVELLING, INTERACTING WITH NEW PEOPLE. |