

SAMEER SHAIKH BASHA

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Seeking assignments in IT Operation, Planning & Management in the IT Industry

Objectives

A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.

- ❑ **Currently Working with Ingenicx Company as a Sr. System Desktop Support from 24th May 2021 Till Date.**

The Responsibility

- Handling domain console for id creation and password reset.
- Printer sharing work group and Network Printer.
- Working on IT Portal Ticket System.
- Troubleshooting OS window 7, 10 Assembling of Hardware Devices.
- Installation Microsoft Operating System Window 7 and Window 10.
- Outlook 365 Email configuration & creating email id for the users.

Worked with Survarna Technosoft as a Sr. Desktop Support Engineer from 10th October 2019 to 30th April 2021 (Client Location Dy. Patil Hospital)

The Responsibility

- Handling around 300 windows users.
- Handling Application Suvarna HIMS and LIMS.
- Troubleshooting Assembling of Hardware Devices.
- Installation Microsoft Operating System.
- Basic lan/Wan Connectivity and internet Troubleshooting.
- Resolving Local Lan and System Related Issue.
- Managing the Network printer
- Configuration of Lab Machine for EXE application.

Worked with Live Digital Marketing Solution as a Desktop Support Engineer from 10th October 2017 to 10th October 2019.

The Responsibility

- Handling around 1200 windows users.
- Support to Client Site and helping with remote Support using application (VNC and Team Viewer)
- Installation and Configuration of Microsoft Outlook 2003, 2007 and 2010.
- Installation of Operating System.
- Interact with staff on desktop problems and their resolution.
- Troubleshooting all type of Computer as well as all types of OS installation & Configuration.
- Exposure in Remote Tools like Team Viewer, Amy Admin, Window Remote Connection.
- Manage the Network printer and Sharing Printer.

Worked with Vertex Customer Care Management in Mumbai Post of Desktop Support Engineer, since 3rd Feb 2015 to 10th of June 2017.

The Responsibility

- Handling around 1000 windows users.
- Addition, Creation & Deletion of users Account in Active Directory.
- Worked on IT Online Portal through Ticket System.
- Installation and Configuration of Microsoft Outlook 2003, 2007 and 2010.
- Install, upgrade, support and troubleshoot XP, Windows 7, Windows 10 etc.
- Configuration of outlook mail.
- Handle daily technical problem which user is facing with their System.

ACADEMIC

- ✓ **H.S.C** from N.I.O.S Board.
- ✓ **S.S.C** from N.I.O.S Board.
- ✓ **T.Y.B.A** from Rajasthan Alwar Sunrise University.

PERSONAL DETAIL

- ✓ Full Name : Sameer Shaikh Basha
- ✓ Gender : Male
- ✓ Date of Birth : 08-06-1986
- ✓ Language Known : English & Hindi
- ✓ Present Add : NL-5, Building No-11, Room No-9, Sector-3, Nerul, Navi Mumbai -400706

DECLARATION

I hereby declare that the above-mentioned information is genuine to the best of my knowledge.

(Sameer Shaikh Basha)