

# DESKTOP \ IT SUPPORT ENGINEER

## Sharukh Yusuf Siddiqui



### PROFILE

I am confident that my technical expertise, coupled with my strong problem-solving skills and dedication to delivering high-quality Results, would make me a valuable asset to your organization. I am eager to contribute to your team's success and drive Innovation in the field of information technology.

### ACADEMIC

- I. **2013 - 2016 - Bachelor of Science | Information Technology | Calorx Teachers' University of Gujarat**
- II. **2014 - 2015 - 1 Year C.C.N.S v6 Course from CMS Institute.**

### CONTACT

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### SKILLS

- Analytical thinking
- Network troubleshooting, Ethernet and IP configuration
- Software Installation
- Troubleshooting L2 and L3 issues of Computer Hardware and Software
- Windows OS 7, 8, 10, 11 Environment
- Server Patch Management.
- Backup and restoration on disaster recovery
- Customer Service
- Technical Support
- Scripting
- Solve Helpdesk tickets

### TRAINING / CERTIFICATION

1. **Microsoft Certified Systems Administrator (MCSA 2K12)**
2. **CCNA Certified CISCO Valid From 19-Jun-2017 to 19-Jun-2020**
3. **Computer Hardware (A+) & Networking (N+), With CLOUD COMPUTING & VIRTUALIZATION**

### CAREER

#### **2019- Presently Working – System Administrator Powerweave Software Service Pvt. Ltd.**

- Handles a International clients call. Discusses about their requirement, Rectify the issues faced by them, Maintain the AMC of service provided to them.
- Because of I served excellent service my company gain 30% more profit in their business.
- I am leading 10 Desktop Engineers for their daily activity, roles & responsibility. Provide them training of any new implemented process as per company requirement & troubleshoot L3 issues of System, Server & Network, and Also handle the escalated calls of client.
- Implementation: Helpdesk Portal, Checklist to improve the performance of system, Checklist for Servers to secure from cyber-attack, creates query scripts for SQL Server to reduce the log file size.

#### **2018-2019 – System Administrator Insight Business Machine Pvt. Ltd. Client: Bombay Stock Exchange**

- Joined as a Desktop Engineer within 4 months Promoted to System Administrator Position and managed 2000+ Servers.
- Worked with the seniors on Server Support like IIS|SQL|AD|DNS|DHCP|SMTP|Exchange|Office365|BackupServers|ServerMigration.
- Implemented BigFix IBM application for push software installation on multiple systems more than 5000 systems in single click. Also used for Server Inventory and push patches on more the 2000 Servers in one click.

#### **2017-2018 - Customer Support Executive L3 Acma Computers Pvt.Ltd**

- Installation, configuration & Troubleshoot issues of Computer hardware, software, systems, Windows OS 7, 8, 10, 11 & Server's OS 2008, 2012, 2016, 2019, networks, printers and scanners, IP Phones, CCTV NVR.
- Holds a solid technical skillset that includes SQL, Visual Studio, Corel, Adobe Illustrator, MS-Office, and various network and security tools like SonicWALL, Fortinet, etc. Firewall.

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## PERSONAL DETAILS

**DOB: - 07-11-1993**

**Language: - English & Hindi**

**Passport NO: - M5495397**

**Passport Exp: - 14/01/2025**

**Visa Status: - Visit Visa**

## SERVER EXPOSURE

- In-depth experience in managing IIS|SQL|Active Directory (AD) |DNS|DHCP|FSMO roles|Email, Exchange, Office 365 Server|POP|IMAP|SMTP|SCCM and more.
- Maintain 1000+ Windows computers, Production Servers on 150+ IBM Cloud.
- Web Hosting in IIS server, Procure IP address, Domain, SSL, SMTP, DNS pointing to make website live & add in monitoring tool.
- Migration of Virtual Machines and Physical Servers with different platform, with their content, application, data and configuration.
- Accomplished in server management that includes creation and deletion of user accounts, configuration of group policies, and management of Hyper-V clusters, Virtual Machines, IBM Cloud, Backup Servers, and more.
- Troubleshoot all server's application, Hardware & errors occurred issues, Coordinate and raise case with HP, Dell, Lenovo support and follow-up till the issue get resolved.
- Oversaw various server-related tasks such as configuring and managing SCVMM, creating SMTP credentials for hosted websites, scheduling and monitoring server backups, managing network- attached storage (NAS) drives, and handling physical server installation, configuration, and maintenance.

## KEY DELIVERABLES: IT SUPPORT EXPOSURE

- Highly skilled System Administrator with an experience of 5.10 years, expertise in both traditional server management, IBM & Azure cloud services.
- Installation|Configuration and Troubleshooting issues of Computer Hardware|software|systems|Networks|printers and scanners|IP Phones|CCTV NVR.
- Check the mails on daily bases and take's an appropriate action on it. Work on the tickets raise by the end users for different types of issues like Application Issue|Bitbucket / Jira access| Bluetooth Access|Create Website|Cronjob Creation/Updating or Status|Database Backup|Installation|New Employee|Outlook Issue|Profile Movement|Share Path Access|System Issue/ Movement|Webex/ GoToMeeting & Zoom Meeting Setup|Whitelist URL|ETC. & Developers request to Deploy code on website hosted server & Website issues.
- Monitoring and maintaining computer systems and networks, Responding in a timely manner to service issues and requests.
- Provide technical support across the company to end users, Consulting with IT managers and other departments as required.
- Setting up accounts for new users (User Creation in AD, Email Creation) and configure in allocated System.
- Training end-users and Juniors on hardware functionality and software programs. Proficient in configuring firewalls and VPNs, ensuring secure connectivity for remote workers.
- Document processes and performing diagnostic tests, Keeping track of technological advancements and trends in IT support.
- Kaspersky Antivirus Server managing users, group, policies, licenses and more.
- Holds a solid technical skillset that includes SQL, Visual Studio, Corel, Adobe Illustrator, MS-Office, and various network and security tools like SonicWALL and Fortinet Firewall.
- Expertise in using monitoring tools such as Site 24x7 and Solar Winds to maintain server performance & Generated monthly reports on server availability, utilizing to proactively identify and address performance issues, Websites hosted, IBM BicFix. Employed Bicfix for streamlined software and patch distribution across servers.
- Access control measures to regulate user permissions and managed folder structures, maintaining data security and organization Unit (OU).

## AZURE CLOUD EXPOSURE

- Creating Azure subscriptions, managing support plans, resource groups, tags, and user accounts in Azure Active Directory (AD), including role-based access control (RBAC) roles.
- Manage Azure virtual machines (VMs) including availability sets, fault domains, update domains, proximity placement groups, availability zones, VM families, resizing, password resets, boot diagnostics, stopping/de-allocating VMs, and network security group (NSG) configuration.
- Set-up Azure backup for VMs, utilizing snapshots for backup and restoration, creating images, configuring disaster recovery with Azure Site Recovery, and managing recovery service vaults.
- Familiar with Azure virtual networks (VNet), subnets, route tables, VNet peering, public and private load balancers, basic and standard load balancers, Azure Traffic Manager, and implementation of routing methods.