

RESUME

Abdul Ahad Shaikh
Pune

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Work Experience

Current Company: Infosys, Pune

Duration : Since 05-Aug-2019 to Till Date

Designation : Technical Process Specialist

Responsibilities:

- Responsible for managing and configuring our Office 365 environment, including Exchange Online,
- Troubleshooting Windows 10 Desktop issues.
- Updating windows patches and Drivers by taking the Remote of Desktop or Laptop.
- Troubleshooting
- Assisting customers to understand, use and resolve issues relating to our products and services
- Monitor, troubleshoot and resolve tickets in assigned queues.
- Troubleshooting web browser issues related to proxy server.
- Providing the Printer Access to client
- Troubleshooting Outlook related issues to client
- Resolving Escalation received from client in appropriate manner.
- Executing transactions as per prescribed guidelines and timelines in order to meet SLA targets.
- Analyze complex technical issues and problems, diagnose problems, provide support to employees, and support other technicians with issues.
- Executing transaction with excellent customer service and customer service to meet the CSAT score.

Company : Tech Mahindra, Pune

Duration : March 2015 to 13 July 2018

Role : Associate System Engineer.

Responsibilities:

- Responsible for handling first line IT support for Customer through Phone Email and support.
- Provide timely resolution for incidents or escalation on behalf of customer to appropriate personnel and provides incident status updates to management and end-users.
- Respond promptly and accurately to customer complaints, inquiries and requests for information and coordinate appropriate follow-up.
- Monitor, troubleshoot and resolve tickets in assigned queues.
- Create accurate ticket documentation for all user interactions.
Available for escalation of routine support tasks.
- Create and update knowledge base articles to ensure quality documentation exists for the support process. Mentoring and supporting other team members.
- Coordinate with other staff for the purpose of completing incidents and requests efficiently. Work independently to resolve customer issues.
- Perform other job-related duties as assigned.
- Using BMC ITSM Remedy 9.6 tool for Resolving tickets.

Previous Company: IBM India Pvt Ltd

Designation : Technical Support Associate

Duration : From Dec 2010 to October 2014

Roles & Responsibilities

- Responsible for Incidents/Service requests routing (Which logged through various ways Web console, Mails)
- Assign the incidents/Service requests to proper resolver application team.
- Troubleshooting on Internet explorer and Outlook Issues
- Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries.
- Engaged and tracked Priority 1/2 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

Educational Profile

- M Sc (Computer Science)
- B Sc (Computer Science)

- 12th Grade, HSC
10th Grade, SSC

Personal Details

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