

# Abdulsattar Shaikh

## Windows support engineer



### Career Objective:

- Seeking opportunities in Cloud and support

### Experience Summary

- 6.5 years total IT experience
- 2+ years of experience in Azure IaaS and PaaS service

### Certification

- Certified Azure Fundamental (AZ-900)
- Certified Azure Infrastructure Administrator (AZ-104)

### Work Experience

- **NHK Technologies Pvt Ltd | L2 Technical Support |**  
September 2023 – Till Date
  - Creating and configuring Azure Virtual Machines and Azure storage.
  - Azure virtual network.
  - Managed Azure setup using Hub and Spoke model.
  - Migrated various workloads and endpoints to Azure.
  - Updating and configuring Azure VMs like installing the required software, configuring Windows roles, and setting up environments.
  - Hands on Experience on site-to-site connectivity, Point-to-site VPN.
  - Hand-on Experience with Network Security groups (NSG).
  - Understanding of Service endpoints and Private endpoints.
  - Created storage accounts and configured Blob and File share service.
  - Troubleshooting the network connectivity issues for Azure VMs
  - Decommissioning the VMs in Azure to clean up all the components related to specific VMs.
  - Created Azure alert for various Azure services like Azure Monitor, Azure Log, and Azure servicehealth.
  - Developed deployment forms to streamline implementation processes
  - Orchestrated mailbox migration from Google to Outlook platform.
  - Leveraged BitTitan application for the migration of large-sized Mailboxes.
  - Skilled in creating accurate documents in accordance with organizational standards, while also conducting comprehensive.
  - data gathering to support decision-making processes.
  - Implementing, managing, and monitoring different Azure services like, VMSS, Storage, VNET, NSG, Peering, Load balance, Traffic Manager, App gateway.
  - Azure firewall, Network watcher etc.
  - Good knowledge of Hyper-V and virtualisation Platforms.
  - Good knowledge of Azure PAAS.

### Contact

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- ✉ sattar2409@gmail.com
- in LinkedIn/Sattar

### Educational Qualification

H.S.C completed from Mumbai Board.

### Technical Skills

Azure  
IAAS  
Azure AD  
Virtualization  
Active Directory  
Exchange  
Backup and Restore  
Office365  
Network  
Migration  
Firewall & Security  
Monitoring  
DNS  
DHCP

### Professional Skills

Responsibility  
Problem-solving  
Strategic planning  
Customer service  
Attention to detail.  
Result driven.  
Collaborative learner  
Training & Development

### Personal Details

DOB: 23<sup>rd</sup> Jan1997  
Address: Mumbai,  
Maharashtra

**Previous Company:** Microprint Computers Pvt Ltd.

**Designation:** Service Engineer.

**Duration:** April 2022 to August 2023

- Create and configure Azure Virtual Machines, Azure storage, and Azure virtual network.
- Change of sizes for the VMs as per requirements.
- Deployed and maintained the Windows and Linux Virtual Machines in Azure as per end-user requirements.
- Create Users, Groups and Share drive on G-suite and Office 365.
- Help create technical documentation and manuals.
- Working with other administrators and engineers of Exchange, Wintel, Network, and Security to perform system changes and troubleshooting.
- Worked On Service-Now ticketing tools.
- Configure Mac laptop and Devices.
- VIP Customer Support: Provide dedicated technical support to VIP customers via various channels, including phone, email, chat, and remote assistance.

**Previous Company:** B T INFOSYS PVT LTD

**Designation:** FM Support Engineer

**Duration:** November 2017 to March 2022

- Responding to client support requests.
- Worked on BMC remedy ticketing tool.
- Managing all IT Asset inventory.
- Manage the installation and maintenance of hardware and software.
- Applying and Configuring Permissions on Files and Folders.
- Printer installation and troubleshooting
- User transition and delectation.
- Controlled shutdown and restart of servers, services, and dependencies.
- Worked on both Domain and Workgroup environment.
- Rolling of patches on Windows 2008/2012/2016/2019 servers.
- Performing Scheduled Server maintenance.
- Demonstrate a proactive approach to problem resolution, strong troubleshooting, and problem-solving skills.

### **Declaration**

I hereby declare that the above-furnished information is true to the best of my knowledge, and I bear responsibility for the authenticity of its disclosure.

Place: Mumbai

AbdulSattar Shaikh