



# Eram Khan

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## OBJECTIVE

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Experienced IT professional with over **3.6 years** at **Tata Consultancy Services** with a strong background in system administration and a passion for enhancing operational efficiency. Proven ability to manage and support IT infrastructure, ensuring seamless operations and optimal performance. Proficient in **Microsoft Intune, Azure, Cisco VPN, Jira, IGEL OS and ServiceNow**. Committed to continuous learning and professional development to stay abreast of the latest industry trends and technologies.

## TECHNICAL SKILLS

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- **ITSM Tools:** ServiceNow, Jira
- **Productivity Suites:** Office 365
- **Virtualization:** Citrix
- **Endpoint Management:** Microsoft Intune
- **Cloud Platforms:** Microsoft Azure
- **Networking & Security:** Cisco VPN
- **Directory Services:** Active Directory
- **Operating Systems:** Windows OS – Installation, Configuration, and Troubleshooting

## CERTIFICATIONS

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- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Machine Learning
- Software Testing

## PROFESSIONAL SUMMARY

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Specializing in system administration, technical support, and compliance management. Proven track record in maintaining enterprise systems, managing vendor relationships, and ensuring regulatory compliance. Skilled in troubleshooting Microsoft technologies, managing IT assets, and supporting cloud-based environments including Exchange O365 and Active Directory. Adept at disaster recovery planning, mentoring junior staff, and driving operational efficiency through automation and process improvements.

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- Working as System Engineer in Tata Consultancy Service(09<sup>th</sup> December 2021-AT PRESENT)

## PROJECT EXPERIENCE

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**Client:** Calyx/Perceptive

**Role:** System Engineer

### **Responsibilities:**

- System Maintenance: Regularly updating and maintaining existing systems to ensure they run smoothly and efficiently
- Compliance and Auditing: Ensuring systems comply with industry standards and regulations and conducting regular audits.
- Vendor Management: Coordinating with hardware and software vendors for procurement, support, and maintenance.
- Troubleshooting and Support: Diagnosing and resolving system issues, providing technical support to users.
- Training and Mentoring: Providing training to new team members and mentoring junior engineers.
- Disaster Recovery Planning: Developing and testing disaster recovery plans to ensure business continuity in case of system failures.
- Troubleshoot Microsoft applications and corporate phone setups.
- Manage UMS console and create knowledge articles.
- Oversee shift management and end-of-day reporting.
- Handle IT asset management, including software licenses.
- Review and report on Intune data.
- Conduct training sessions on process updates.
- Manage corporate phone profiles and billing.
- Oversee ServiceNow queue and story creation.
- Manage Clinphone accounts and Citrix access.
- Troubleshoot network and system compliance issues.
- Conduct quality audits and share monthly audit scores with the team.
- Deploy software and updates using SCCM.
- Manage remote Exchange O365 environments.
- Set up and maintain IGEL OS.
- Handel Corporate phone setup and Windows Migration.
- Administrator of Active Directory, managing user accounts and permissions.
- Support Active Directory group membership and shared drive access.

### **EDUCATION**

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- 2023: Master's in Computer Science from University of Mumbai (**9.29/10.00**)
- 2021: Bachelor's in Computer Science from University of Mumbai (**9.53/10.00**)

### **DECLARATION**

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I declare that the information mentioned above is correct to the best of my knowledge and I bear the responsibility for the correctness of the particulars mentioned above.