

# Adil Alam Shaikh

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Location: Mumbai

## Career Objective:

Motivated and detail-oriented Network Support Engineer (L1) with strong knowledge of networking fundamentals and hands-on experience in troubleshooting LAN, WAN, and VPN issues. Skilled in monitoring, ticket management, and first-level incident resolution with certifications in CCNA, MCSA, and CCNP. Seeking an opportunity to contribute technical expertise and ensure seamless network operations while growing into advanced support roles.

## Work experience:

- Company: WebRelier Software Solutions Pvt. Ltd (Payroll Innovative Digitech Services)
- Designation: Desktop Support Engineer
- Duration: 13<sup>th</sup> September 2022 to 3<sup>rd</sup> October 2023
- Company: Sutherland Global Services Pvt. Ltd (Payroll CMS IT services)
- Designation: Network Support Engineer (L1)
- Duration: 2<sup>nd</sup> November 2023 to 6<sup>th</sup> January 2025

## Job Responsibility:

### Desktop Support

- Installation, Configuration and Administration of Windows7 / Windows 8 and windows 10.
- Configuration New user PC & Profile, IP Address, and LAN.
- Troubleshooting, installing, and configuring Mail Clients like MS-Outlook and Troubleshooting mail problem
- User account creation, User account deletion and modifying Users assigning permissions.
- Remote management through Team Viewer, VNC, & Remote Desktop to solve Windows and Software issue

### Network Support

- Monitor network devices, links, and alerts to ensure uptime and performance.
- Perform first-level troubleshooting for LAN, WAN, VPN, and Wi-Fi issues.
- Log, track, and update incidents/service requests in the ticketing system.
- Escalate unresolved issues to L2/L3 teams with proper diagnosis and documentation.

## Certifications:

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA)
- Cisco Certified Network Professional (CCNP)
- Fortigate Next Generation Firewalls (NGFWs)

### **Educational Qualification:**

<b>Qualification</b>	<b>College/Institute</b>	<b>Year</b>	<b>Percentage</b>
B.E	Anjuman--Islam Kalsekar Technical Campus	2022	75%
Diploma	Abdul Razzak Kalsekar Polytechnic	2019	69%
10 <sup>th</sup>	St.Mary Convent High School	2015	73%

### **Personal Details:**

- Name : Adil Alam Shaikh
- Father's Name : Alam Shaikh
- Date of Birth : 17- 09-1999
- Gender : Male
- Marital Status : Unmarried
- Nationality : Indian
- Languages Known : English, Hindi, Urdu
- Address : Ark Compound Kaka Nagar Kausa, Mumbra Thane- 400612

### **Declaration:**

I do hereby declare that the above information is true to the best of my knowledge.