**SHARJEEL WAHEED**Identity & Access Management /Help Desk Support Specialist  
  
(925) 393-8218 - Cell ­ 1725Corte Vista St  
Sharjeel.waheed04@hotmail.com Brentwood, CA 94513

**PROFILE**

IT professional with 7 years of experience providing outstanding customer service and technical support in all aspects of hardware, software, operating systems maintenance and repair. Extensive experience in Helpdesk, Technical Training, Customer Service, Call Center, Problem Ticketing Skills (Remedy), System Testing, Desktop support. Excellent problem solver and quick learner with hands on experience in networking and computers.

**CORE STRENGTHS**

**Technical Support Hardware**

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| --- | --- |
| * Troubleshoot hardware & software * Troubleshoot network connectivity * Software support, Citrix, Artiva & more * Remote Access | * Assemble/disassemble PC’s * Printer, Routers& Switches * Install, troubleshoot & repair * Mobile Devices |

**Identity & Access Management Networking**

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| --- | --- |
| * Document IAM process * Educate users in IAM process * Troubleshoot end user issues in accessing IT * Analyze, document & resolve IAM tickets | * TCP/IP & LAN/WAN Protocols * Wireless Network * Application Services& Security * Splunk * Wireshark |

**Cyber Security Software**

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| * Analytical ability * Problem solving skills * Analyzing security system logs,   Security tools and data   * Administering information security   Software and controls | * Microsoft Office 2016 * Putty, FTP, SFTP * WinSCP, Trackit, Jira, DameWare * Office 365 and Exchange |

**Communication**

* Excellent written and verbal communication skills

**WORK EXPERIENCE**

**USAA, San Antonio, TX 01/2021- Present**

* Monitoring the approval to systems, working with our developers on database and application risk management
* Develops identity management strategies architecture and implement plans
* Participating in the planning, development and deployment of new and updated identity and access management services into production
* Assist with writing web services and working within the Identity Management development framework to create and maintain user provisioning capabilities
* Work with CAO exception who were not using AD group or RACF groups
* Create, document and maintain procedure to properly and efficiently manage user access
* Create, modify and delete user account profile for various systems, applications and directories
* Expertise in creating policy domains, realms polices and rules in sailpoint, configuring access to user directories. Setting up response attributes and cookie variable, defining authentication schemes in a SSO Environment.
* Deployment of authentication solutions for office 365 using various technologies such password Sync, OKTA, and Active Directory Federated services

**Wells Fargo, San Francisco 08/2018 – 12/2020***Help Desk Support*

* Troubleshoots and resolves client issues with hardware and software maintenance, installations and upgrades using ServiceNow ticketing system
* Create user accounts (Linux and windows) environment
* Responds to incoming phone, e-mail or web reported technical issues from internal and external users related to applications, network, infrastructure or hardware
* Provides support to local and remote employees and external clients for a suite of proprietary and custom software applications
* Diagnoses, troubleshoots and attempts to resolve issues within identified service level agreements
* Identifies severity and impact and documents details in the Help Desk call tracking system
* Creates and documents workarounds
* Performs basic network connectivity troubleshooting
* Learns new and existing hardware and software products
* Works in partnership with all IT teams to find solutions, and/or escalates issues to appropriate IT groups for resolution

**Registrar of voter at Alameda County 03/2018 – 08/2018***Computer Operator II*

* Executes all scheduled production jobs accurately and timely including on-demand jobs
* Responds to user requests and inquiries
* Completes special projects or tasks as required
* Performs system startup and shutdown as scheduled or requested
* Performs other duties as assigned including tape management functions
* Performs report and letter distribution responsibilities
* Performs problem management responsibilities as assigned
* Analyzes existing processes and recommend improvements where needed
* Reviews existing work instructions / production logs and recommend updates where needed

**Fry’s Electronics Inc***Receiving / Client Services* ***02****/***2016 – 03/2018**

* Maintains an efficient flow of information between all levels including internal and external contacts

On a wide spectrum of plans and priories

* Reviews, proofreads, and formats all correspondence to ensure accuracy and completeness,

As well as consistency

* Respond to incoming phone, email or web reported technical issues
* Data base management
* Complete special project or task as required
* Data entry

**Dice Tech Sol 01/2014 – 12/2015***Desktop Support*

* Responsible for Break fix desktop/laptop computers (remove/install video cards,   
  CD-ROMs, hard drives and motherboards).
* Routinely exceed call-handling goals, closing an average of 60 calls daily (25% above quota) with a 75% call resolution ratio and an average talk time of 5.5 minutes… well below 7 minute goal
* Utilize troubleshooting techniques in support work station, Networked printers, Network hub/switches, routers and circuits
* Diagnose, troubleshoot and resolves a range of software, hardware and connectivity issues.
* Provide desktop and network support for the information technology customer base
* CRM management

* Migrate OS from Window XP to Window 7. Replace old workstation/laptops, replace it with new workstation/laptop, install and configure user specified applications, Lotus Notes and configure user's network printer..
* Use Remedy to look up user information, what desktop/laptop user requested for reimage or replacement, also use Remedy to lookup work orders and request, purchase requisition, and problem investigation.

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**EDUCATION**

Bachelor’s Degree in Computer Science

**CERTIFICATION**  
CompTIA A+  
CompTIA Cyber Security Analyst (CYSA+)  
Cisco Certified Network Associate (CCNA)

**REFERENCES -** Available upon request.