# Faizan Mustafa Dawood Shaikh

# Under Graduate

shaikhfaizan1512@gmail.com| 8591916599

Ulwe Navi Mumbai

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# CAREER OBJECTIVES

*"*I am a young and enthusiastic learner looking forward for opportunities to learn from the industry experts and mentors that will allow me to continue learning and perfecting my skills. I am eager to contribute to a dynamic team and grow alongside professionals in the industry. My goal is to continuously improve and make a positive impact in any role I take on.”

# EDUCATION

Vidyalankar Institute of Technology

B.TECH (Electronics and Computer Science)

2024 - 2027

SEM lll – 9.16 SGPI

Government Polytechnic Mumbai

Diploma in Computer Engineering

2020 - 2023

72%

S.K.Pantwalawalkar High School

S.S.C

2020

83.80%

# EXPERIENCE

# IT SUPPORT ENGINEER (INTERN)

AV Infotech | Sakinaka, Mumbai

2nd February 2023 – 1st Aug 2023

1. **Technical Support & Troubleshooting**

* Diagnosing and resolving hardware, software, and network issues
* Assisting users with IT-related problems via email, phone, or in person
* Setting up and configuring computers, printers, and other peripherals

1. **System & Network Administration**

* Installing and updating software, operating systems, and security patches
* Managing user accounts, permissions, and access controls
* Monitoring system performance and troubleshooting network connectivity issues

1. **IT Documentation & Reporting**

* Creating user guides and documentation for common IT issues
* Logging and tracking support tickets in an IT helpdesk system
* Assisting in asset inventory management for IT equipment

1. **Cybersecurity & Compliance**

* Supporting security measures like antivirus updates and system backups
* Assisting with data recovery and protection tasks

1. **Collaboration & Learning**

* Working with senior IT staff on projects and system upgrades
* Assisting in training employees on new IT tools and best practices

**IT SUPPORT ENGINEER**

AV Infotech | Sakinaka, Mumbai

2nd August 2023 – 1st June 2024

* I assisted a great project for SEIT ( Investment Trust of Mahindra & Mahindra in collaboration with Ontario Teachers) of building IT infrastructure from scratch also I stepped in as IT Engineer cum Adminstrator from 3rd October 2023 to 1 January 2024 for SEIT.
* Diagnosing & resolving computer, network, and software issues
* Managing user accounts, Active Directory, and access controls
* Installing & maintaining operating systems, applications, and updates
* Supporting LAN/WAN, Wi-Fi, VPN, and cloud services
* Ensuring cybersecurity, backups, and IT compliance
* Assisting in IT projects, upgrades, and documentation

**CAMPUS AMBASSADOR**

Techfest x IIT Bombay

30th April 2025 – Present

* **Spread the Word:** Share this internship opportunity with maximum students across all departments—Tech, Civil, Mechanical, Electrical, and more.
* **Build Our Community:** Add as many students as possible to our official announcement group.
* **Drive Registrations:** Encourage students to fill out the internship registration form and secure their spot.
* **Motivate & Inspire:** Highlight the benefits of internships to help students kickstart their careers.

## SKILLS

Soft skills:- Effective Communication, Leadership & Management, Adaptability & Resilience

Programming skills:- Python, postgreSQL

**PROJECTS**

**EduVerse:-** EduVerse is a virtual study room platform I developed to enhance remote learning. It integrates real-time collaboration tools and interactive whiteboards, helping students and professionals study together effectively—anytime, anywhere.

**CERTIFICATIONS**

Mern Stack Bootcamp Program at ScaleIT

## LANGUAGES

English

Hindi

Marathi

## DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge.