## CURRICULUM VITAE

**Wasim Ahmad Shaikh**

**E-mail:** [**wasimshaikhbcs@gmail.com**](mailto:wasimshaikhbcs@gmail.com)

**Mobile no: 8180912176**

**Objective:**

To work with an organization where I get the opportunity to use my skills and be a part of a team in the company, where my technical skills and hard work will lead to the growth of the company.

**Summary:**

* Over 6+ years of experience in IT support infra.
* Implementation, administration, and troubleshooting of VMware ESXi 5.0& Vcenter Server
* Configuration of Active Directory with group policy on windows server 2012 R2.
* Configuring, implementing, maintaining, and administering medium and large Windows networks.
* Efficient IT service delivery to a customer using the technical skills.
* Server & Client OS Administration & Installation: Windows 7, 8, 10, 11, Windows Server 2003, Windows Server 2008R2, Windows 2012R2,2016,2019.
* Managing Mailing Clients: MS Outlook and office 365 accounts.
* Managing Antivirus clients: Kaspersky Antivirus server, Symantec Endpoint Security.
* Ticketing software: OS ticket tool, OTRS ticketing tool.
* Remote Connectivity Tools: Any desk, Team Viewer, VNC, remote assistance.
* Hardware Knowledge (Desktops/Laptops/Thin Clients): Dell, HP, Acer, Toshiba, Lenovo.
* Knowledge of cisco switch & router configuration and troubleshooting.
* Linux installation and configuration, groups management, package management.
* Linux Firewalld configuration, IP table.

**Work Experience and Responsibilities: -**

1. **Synoptek India PVT LTD**

**Duration: - 27th sept 2021-till date**

**Designation: - EOC engineer**

**Responsibilities: -**

I have worked on logic monitoring tools for monitoring the server's host status alerts and network device down or error , windows IIS instances issues and services, VM ware esxi issues or VM support, server reboot or crash trouble, hyper VM high cpu, memory and High availability issues , drive storages.

ISP issues called them and troubleshot on ping lost or internet fluctuations issues Wireless AP issues, Vendor escalation management ssl certificate renewal.

Also, I have worked on AWS azure portals.

EC2 instances issues and azure VM

Recently i have completed devops certifications.

We have learned a1ws cloud feature, EC2 creation, amazon machine images (AMI), key pairs,

EBS volumes, termination instances and stop, create aws webservers, git, docker,

Ansible, maven, terraform, CloudWatch, Jenkins, Kubernetes, tomcat application servers and webservers.

1. **L&T Infotech Ltd**

**Duration: - 30th April 2021- 21 Sept 2021**

**Designation: - Senior Engineer-Cloud and infrastructure services.**

I have learned AWS and azure administration and services now ticketing tool.

Was on bench for 5 months so I learned many thinks like brush up in Linux and vm ware motions and Storage systems in VMware.

1. **Hurix Systems Pvt. Ltd.**

**Duration: - 8th April2019- 6th March 2021**

**System and Windows administration: -**

* Windows AD server, WSUS.
* Software installation and resolve related issues.
* Wi-Fi configurations manage users, load balancing, and access point’s management and update as required.
* Manage Firewall, and policies creation, manage and monitor internet traffic, update licenses, MAC binding, DHCP configuration.
* Desktop and laptop configuration, installation, troubleshooting, and purchase new hardware as per requirements.
* SVN weekly backup resolved tortoise svn issues, providing access as per users requested.
* Create VMs and deploying Guest Operating Systems, like Mac OS, Linux ubuntu, centos os, RedHat, windows servers, windows 7,8,10.
* Manage antivirus servers (Kaspersky), check virus scan reports, allocate licenses, and manage users block USB access, etc.
* MS outlook configuration and installation, manage MS licensing and maintain records, manage office 365 admin portal, and assign licenses as requested.
* LAN cable crimping, switches, network-related issues.
* Ensure to close Ticket within SLA or escalate it to the concerned team as per defined time.
* Escalation of calls to clients as per process issues, troubleshooting system related issues, providing access to the users on production servers.
* Manage vendors and billings.
* Process of FNF users.
* Mac OS installation, update Mac, IOS devices management, and update or downgrade them as per the requirement.
* Maintain license software and hardware inventory.

Knowledge of basics of AWS console.

* Managing network printers for the department wise and supporting them.
* Installation & configuration of the software’s as per Project needs, e.g., Visual Studio code, MS SQL Server, node JS, Git, Xcode, Browser Stack, etc.
* Part of the team for completing various ISO, Security Audits for Device and software.

**Linux** :-(Centos 6-7-8, Redhat7, Ubuntu version 16-17-18-20)

* File modifications, changing file Permissions, Ownership, and Groups.
* Maintaining Disk space, Partitions, and LVM.
* Installation of packages & resolving dependencies through RPM / Source code.
* Scheduling jobs using Cron.
* Adding / Deleting user / group, /setting policies.
* Creating a File system using mkfs ext4.
* Configure & Manage FTP Server, NFS server, Samba Server.
* Knowledge of Boot Process.
* KVM installation and configuration.
* manage firewalld , iptables.

1. **iQuest Management Consultants Pvt. Ltd.**

**Duration: - 21st Nov2017- 14th Sep 2018**

* Mail server handle, Email ID creation configuration; scan all mails through the server.
* Server blacklist whitelist.
* Outlook configuration and resolve problem.
* Systems configuration, troubleshooting, PST related problem resolved.
* Weekly system backup.
* Naukri.com, monster.com, times.com, Bayt.com portals management, and the problem resolves.
* Talent recruit application user creation and management. Related issues also resolve.
* Company domain-related issues website update and upload.
* I have learned many things working with this organization like centos OS cPanel use and installation.

1. **Netsol Technologies Private Ltd**

**Duration: -9th May 2016- 30th Sep 2017**

**A) Client: Hoonar Tekwurks**

* Role-System Engineer
* Software installation and resolve related issues.
* Wi-Fi configuration.
* Windows AD server.
* Manage DNS And DHCP
* Firewalls manage.
* Desktop and laptop configuration, troubleshooting.
* DVR monthly backup.
* Manage the antivirus server (Kaspersky).
* ESSL access System.
* MS outlook configuration.
* LAN cable crimping.
* Ensure to close Ticket within SLA or escalate it to the concerned team as per defined time.
* Escalation of calls to clients as per process issues, troubleshooting system related issues, providing access to the users on production servers.
* Troubleshooting VPN Network Issues, L1 level System Troubleshooting.

1. **Client: Rage Frameworks Private Ltd**

* Role-System Engineer
* Windows 10 migration.
* Outlook configuration.
* Installation of office 365.
* Trend Micro Antivirus Installation
* Network Printer configuration
* Troubleshooting
* Data backup
* Software installation as per user requirement.
* Installation printer and scanner and troubleshoot.

**4. Micro touch Technologies Ltd**

**Duration:-2nd Jun2014-30th Mar2015**

* Windows OS installation(windows xp,7,8.1,10,linux)
* Modems configuration.
* Desktop and laptop configuration, troubleshooting.
* Laptop and desktop troubleshooting.
* Wi-Fi configuration.
* Hardware maintains.
* Installation and Configuration of Operating System and related Software.
* Installation and update the Antivirus.
* Software installation as per user requirement.
* Windows server installation (2008 R2).

**Education qualification: -**

| EXAM | INSTITUTION | BOARD/  UNIVERSITY | YEAR | PERCENTAGE |
| --- | --- | --- | --- | --- |
| BSC computer science | Shree Baneshwar college Ahmednagar | Pune | 2015 | 60% |
| 12th | Shree Bankatswami college Beed | Aurangabad | 2010-11 | 54.17% |
| 10th | Z P high school Georai, Beed | Aurangabad | 2008-09 | 51.23% |

**Personal Details: -**

Date of Birth: - 20th Apr 1993

Languages Known: English, Hindi, and Marathi

Nationality: Indian

Marital Status Single

Current Address Pune

Declaration: -

I hereby declare that all the above-given information is true to the best of my knowledge.

Date: - \ \2020 Thanks & Regards

Place- Pune Wasim Shaikh