

# ADIL SHAIKH

C-10, Hemavati, New Mandala, Anushaktinagar, Mumbai-400094

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## Experience

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- **Hexaware Technologies** 11/12/2020 - 22/01/2022  
Policy Admin  
Worked as a policy admin for a Singapore process.  
Used to handle emails and assist customers with their queries and do a document verification and update them into system.
- **Capita India** 24/01/2022 - Currently working  
Desktop Support Engineer  
Working as a desktop support engineer for the UK based Telecommunication organisation.  
To deal with clients through email in regards to resolve their queries and providing them proper end to end troubleshooting.  
To perform various network action on provided information.

## Education

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- **Mumbai University**  
BSC Computer Science  
6.14
- **Mumbai University**  
HSC  
52%
- **CBSE**  
SSC  
66%

## Skills

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- Quick learner
- Ability to work under pressure
- Ability to work individual as well as in team
- Knowledge of Active Directory
- Knowledge of ticketing-based support systems
- Troubleshoot and resolving various software, hardware and network issues.
- Installation of Active Directory and creation of domain controller
- Installation of Operating systems.
- Installation of Antivirus and updating it.
- Configuration of user profiles.
- Creating groups, users and OU in Active Directory.
- Configuring and setting group policies.
- Configuration of mails ID
- Troubleshooting of mails not working.
- Configuration of printers through IP address.

- Configuration of scanners.

### **Achievements & Awards**

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- Got prizes in Quiz competition in college
- Played cricket for district level

### **Interests**

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- Meditation
- Fitness
- Travelling
- Computer games

### **Additional Information**

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Passport Details-

Passport Number- S6855328

Passport Issue Date- 20/08/2018

Passport Expiry Date- 19/08/2028