

# SHEKHAR MALI

## SYSTEM ADMINISTRATOR

### CONTACT

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📍 Akurdi, Pune - 411035

### SKILLS

- Microsoft Office 365
- Active Directory
- Windows Installation
- Remote Support
- Desktop Support
- Hardware Troubleshooting
- Network Support
- Technical Support Management
- Windows Servers
- Basic Linux
- VPN, Routing & Switching

### EDUCATION

**Bachelor's in Computer Application**

ATSS College, Pune  
2018

### LANGUAGES

English   
Hindi   
Marathi 

### STRENGTHS

- Quick Learner
- Disciplined Worker
- Hardworking
- Eager to learn new things

### PROFILE

System Administrator with 5.8 years of experience, system repair and troubleshooting. expertise in deploying and maintaining operating systems in addition to providing technical solutions through high-quality service. Expert at basic network troubleshooting routine network operations, including installation, setup, and backup of software, systems, printers, and hardware. Expertise in Incident Management, Problem Management, Change Management, Asset Management, and Service Desk Management. Self-learner with an ability to make decisions to handle critical problems in a timely manner. Excellent team player and easily approachable for any technical assistance. Excellent communication and interpersonal skills.

### WORK EXPERIENCE

#### System Administrator

##### GlobalStep

Feb 2023-Present

- Managing Active directory & Computers.
- Managing network switches(Cisco Meraki, D-Link) & routers.
- Providing hardware & software support to end users.
- Operating system & software deployment.
- Office 365.
- Email ID, Group, DL creation in O365.
- Outlook backup & security.
- Microsoft Teams and Zoom
- Managing vendors & asset inventory.
- Remote Support to end users(Domestic & International).
- VPN configuration.
- Antivirus installation and deployment monitoring.
- Applying network & internet policies through antivirus firewall.
- Windows patch deployment.
- VLAN Management.
- Configuration and installation MDM(Mobile device management) software.

#### System Engineer

##### IDES Pvt Ltd

Nov 2018 - Jan 2023

- Perform installation, upgrades and troubleshooting for 100+ users and 130+ devices, including laptop, desktop and printers.
- Installing operating system like Win 7, Windows 8, Windows 10, Windows Server 2003, Windows Server 2012, Windows Server 2016.
- Office 365 Support.
- Creating user accounts in AD and assisting for user login attempts.
- Support troubleshooting and installation of applications such as MS Office O365/2016/2019.
- Outlook configuration and PST management(backup/restore)
- Antivirus Management – ESET, AVG.
- VPN Installation(Cisco Anyconnect).
- Provide remote access support and troubleshooting to end users.
- Basic network troubleshooting including LAN, Wireless and WAN.
- Setting up Shared Folders, Creating and providing permissions for Users
- Maintain the files like Asset management, IT Inventory, IP Address List etc.
- Installation & troubleshooting of Local and Network printer.