**Saiddin Shaik**

**Senior IT Support Engineer**

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**PROFESSIONAL SUMMARY:**

* Over **7 years of experience** in IT support, providing comprehensive technical assistance in hardware, software, and networking across dynamic enterprise environments.
* Expertise in troubleshooting and resolving complex IT issues, including hardware, software, and networking, using tools like **Event Viewer**, **TeamViewer**, **LogMeIn**, and **Wireshark**.
* Strong hands-on experience in managing critical IT infrastructure, including **Windows Server**, **VMware**, **Cisco routers/switches**, and firewalls like **Fortinet**, ensuring high uptime and reliability.
* Adept in monitoring and preventive maintenance of IT systems using tools like **Nagios**, **SolarWinds**, and **Zabbix**, improving system stability and reducing recurring issues by **30%**.
* Skilled in user account management and compliance using **Active Directory**, including provisioning, password resets, and **Group Policy** updates.
* Proficient in implementing IT projects, including **system upgrades**, **cloud migrations (Azure and AWS)**, and cybersecurity enhancements, ensuring minimal disruption to operations.
* Experienced in deploying and managing enterprise applications, including **Microsoft 365**, **G Suite**, **VMware**, and **Hyper-V**, across diverse endpoint devices.
* Demonstrated ability in network configuration and troubleshooting, including **DNS**, **DHCP**, **TCP/IP**, and **VLANs**, ensuring seamless connectivity.
* Expertise in IT documentation, creating detailed **SOPs**, troubleshooting guides, and knowledge base articles using tools like **Microsoft SharePoint** and **Confluence,** ensuring standard operating procedures.
* Strong skills in asset management, maintaining inventory of IT assets and software licenses using tools like **Excel**, streamlining compliance audits and tracking processes.
* Collaborated with vendors and advanced support teams to resolve technical escalations, leveraging tools like **Syslog** and **SCCM** for seamless incident management.
* Proficient in training and mentoring junior IT staff on tools like **PowerShell** and **SCCM**, fostering continuous learning and operational efficiency.
* Diagnosed and resolved complex issues across diverse IT systems, emphasizing **attention to detail** and adherence to **high-quality standards** in every resolution.
* Flexibility in supporting a **24-7 manufacturing** environment, ensuring prompt response and issue resolution during non-business hours.
* Recognized for outstanding **customer service skills**, effectively bridging technical and non-technical teams to explain **technical concepts** in a clear, understandable manner to ensure seamless communication and resolution.
* Proven ability to manage cloud environments, leveraging services from **Azure** and **AWS** for scalable and secure IT infrastructure solutions.
* Extensive experience providing **remote user support**, ensuring technical assistance is delivered efficiently and remotely across global teams.

**CERTIFICATIONS:**

CompTIA A+, Cisco Certified Network Associate (CCNA), Microsoft Azure Administrator Associate, and ITIL Foundation

**EDUCATION:**

Master of Computer and information Science – University of Michigan - Dearborn–2022, 3.7 CGPA

Bachelor of Technology - Computer Science and Engineering – Lovely Professional University, 2013, 3.0 CGPA.

**TECHNICAL SKILLS:**

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| --- | --- |
| **End-User Support** | ServiceNow, Jira Service Desk, TeamViewer, Any Desk, LogMeIn |
| **Hardware Support** | Desktops, Laptops, Printers, Peripherals, Hardware Configurations, RAID setups |
| **Software and Applications** | Windows, macOS, Microsoft Office Suite, G Suite |
| **Networking** | DNS, DHCP, TCP/IP, VPN, Switches, Routers, Firewalls |
| **Directory and Account Management** | Active Directory, Microsoft Exchange |
| **IT Infrastructure** | Windows Server, VMware, Hyper-V, NAS/SAN, Cloud Platforms (AWS, Azure, GCP) |
| **Monitoring and Maintenance** | Nagios, SolarWinds, Zabbix |
| |  | | --- | | **Documentation** |  |  | | --- | |  | | |  | | --- | | Microsoft SharePoint, Confluence, Word, Excel |  |  | | --- | |  | |
| **Problem Diagnosis and Escalation** | Event Viewer, Syslog, Wireshark |
| **Project Involvement** | System Center Configuration Manager (SCCM), Migration Tools (Quest Migration Suite) |
| |  | | --- | | **Security and Compliance** |  |  | | --- | |  | | Firewalls, Antivirus (Symantec, McAfee), Endpoint Protection |

**PROFESSIONAL EXPERIENCE:**

**Client: Pfizer, USA June 2023 to Dec 2024**

**Role: Senior IT Support Engineer**

**Responsibilities:**

* Responded to 500+ helpdesk tickets, emails, and calls annually using **ServiceNow** and **Jira Service Desk**, providing timely technical assistance and achieving a 95% SLA adherence rate.
* Troubleshooted and resolved complex computer hardware, software, and networking problems across desktops, laptops, printers, and peripherals using tools like **Event Viewer**, **TeamViewer**, and **LogMeIn** for on-site and remote users.
* Assisted in the deployment, configuration, and management of critical IT infrastructure, including **Windows Server**, **VMware**, **switches**, **routers**, and **firewalls** (e.g., Cisco, Fortinet), ensuring maximum uptime and reliability.
* Collaborated with advanced support teams and vendors to escalate and resolve critical incidents, leveraging tools such as **Wireshark** and **Syslog**, minimizing downtime and operational disruption.
* Conducted regular system monitoring and preventive maintenance using **Nagios**, **SolarWinds**, and **Zabbix**, improving infrastructure reliability and reducing recurring issues by 30%.
* Participated in major IT projects, including system upgrades and technology rollouts using tools like **SCCM** and **Quest Migration Suite**, ensuring seamless implementation with minimal impact on daily operations.
* Managed **Active Directory** accounts, performed user provisioning, password resets, and group policy updates, and maintained compliance with security protocols.
* Maintained accurate inventory of IT assets, software licenses, and warranties using **Microsoft Excel** and asset management tools, streamlining compliance audits and asset tracking processes.
* Partnered with internal teams to identify patterns in technical issues, implementing initiative-taking measures using **event monitoring systems** that improved user satisfaction and reduced incident recurrence.

**Client: Hindustan Unilever Limited, India July 2019 to July 2022**

**Role: Senior IT Support Specialist**

**Responsibilities:**

* Spearheaded end-user technical support for computer hardware, software, and networking issues using **ServiceNow** and **Jira Service Desk**, resolving 95% of tickets within SLA timelines.
* Diagnosed and resolved complex issues across diverse IT systems, including **Active Directory**, **Microsoft Exchange**, **VPNs**, and enterprise applications like **Microsoft 365** and **G Suite**.
* Oversaw the deployment, maintenance, and optimization of IT infrastructure, including **Windows Server**, **firewalls** (e.g., Cisco, Fortinet), **routers**, and **switches**, ensuring reliable performance.
* Managed network protocols and configurations such as **DNS**, **DHCP**, **TCP/IP**, and **VLANs**, ensuring seamless connectivity and optimal performance.
* Led IT projects such as system upgrades, cloud migrations using **Azure** and **AWS**, and cybersecurity enhancements, ensuring minimal operational disruption.
* Collaborated with cross-functional teams to identify root causes of recurring issues, implementing solutions supported by tools like **Wireshark**, **SolarWinds**, and **Nagios**, improving system uptime by 30%.
* Authored comprehensive SOPs, technical documentation, and knowledge base articles using tools like **Microsoft SharePoint**, **Confluence**, and **Word**, streamlining IT operations and team training.
* Supervised the installation, configuration, and licensing compliance for enterprise software, including **Microsoft Office Suite**, **VMware**, and **Hyper-V**, across multiple endpoints.
* Ensured IT infrastructure aligned with regulatory and security standards, including adherence to cleanroom behavior and aseptic gowning protocols, leveraging endpoint protection solutions like **Symantec** or **McAfee**.
* Provided training and mentorship to junior IT staff on tools like **SCCM** and scripting languages such as **PowerShell**, fostering a culture of continuous learning and excellence in technical service delivery.

**Client: Biocon Limited, India June 2016 to June 2019**

**Role: IT Support Associate**

**Responsibilities**:

* Provided **Tier 1** and **Tier 2** technical support by resolving hardware, software, and network issues for end-users via **ServiceNow**, **Jira Service Desk**, **email**, and **phone**, ensuring timely issue resolution.
* Diagnosed and troubleshoot technical problems, including desktop operating systems (**Windows**, **macOS**), office productivity tools (**Microsoft Office Suite**, **G Suite**), and networking equipment, using tools like **TeamViewer** and **LogMeIn** for remote support.
* Assisted in hardware and software installations, upgrades, and configurations, ensuring compatibility and performance optimization using **VMware**, **Windows Server**, and **Microsoft Office Suite**.
* Maintained and managed **Active Directory** and **Microsoft Exchange** accounts, performing user provisioning, password resets, and **Group Policy** management, ensuring security compliance.
* Performed system performance monitoring and preventive maintenance using tools like **Nagios**, **SolarWinds**, and **Zabbix**, ensuring high uptime and reliability across IT infrastructure.
* Collaborated with cross-functional teams to identify root causes of recurring technical issues, implementing long-term solutions supported by **Wireshark**, **Event Viewer**, and **Syslog**, enhancing system stability.
* Created and updated documentation, including **SOPs**, troubleshooting guides, and knowledge base articles using **Confluence** and **Microsoft SharePoint**, ensuring standard operating procedures.
* Demonstrated excellent **problem-solving and analytical skills**, prioritizing tasks to ensure timely resolution and operational efficiency.
* Recommended and implemented system upgrades based on **emerging technologies, industry trends** and best practices to enhance IT performance.