Sameer Sayyed

Service Desk Engineer

✉ sameer07x19@gmail.com| ☎ 9653401372 📍 *Malad East, Mumbai.* ▽ *[www.linkedin.com/in/ sameer07x19](www.linkedin.com/in/sameer07x19)*

Career Objective

Detail-oriented and customer-focused IT professional seeking an opportunity to leverage strong technical troubleshooting, communication, and analytical skills in providing efficient IT support. Eager to contribute to a high-performing infrastructure team while continuously learning and advancing in Security, Networking and system administration.

Experience

Outworks Solutions Pvt. Ltd. (Client – Wipro Limited – Axis Bank) *May 2024 – Present*

Service Desk Engineer

- Provide Level-1 technical support for hardware, software, and network issues via phone, email, and ticketing tools.
- Troubleshoot and resolve issues related to Windows OS, Office 365, LAN/WAN, Outlook configuration, drivers, and system performance.
- Use RDP and VPN for remote user assistance and system troubleshooting.
- Manage user accounts, access, and permissions through Active Directory.
- Document incidents, known issues, and resolutions to enhance service efficiency.
- Assist with software installation, updates, and patch management.
- Support peripherals (printers, scanners, biometrics) and maintain high user satisfaction through prompt communication.
- Experienced in DNS, DHCP, OS installation, and O365 troubleshooting.
- Basic understanding of networking concepts including IP configuration, switches, and LAN/Wi-Fi setup.

Technical Skills

- Operating Systems: Windows 10/11 and Debain based distributions (Ubuntu)
- Networking: IP Addressing, Subnetting, DNS, DHCP, VPN, RDP, Proxy Configuration
- Software Tools: MS Office 365, Outlook, SharePoint, Unidesk (Ticketing Tool)
- Programming & Web: HTML, CSS, JavaScript, Java, MySQL .
- Version Control & IDEs: GitHub, VS Code
- Hardware: Desktop/Laptop setup, driver installation, RAM upgrades, peripheral configuration
- Security: Antivirus management, basic cybersecurity awareness

Sameer Sayyed

Service Desk Engineer

Education

Ghanshyamdas Jalan College, Malad East

- Bachelor of Information Technology | CGPI: 7.8 | Graduated April 2025

Certifications

Cisco Certified Network Associate – Pursuing

Soft Skills Soft

- Strong communication & customer service orientation
- Analytical and problem-solving mindset
- Team mentoring and collaboration
- Process documentation and task prioritization
- Attention to detail and adaptability