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| **Suhail Salahuddin Shaikh** |
| Flat 1108, floor 11, Jai hanuman co-operative housing society behind Red bricks bldg. shivaji nagar signal Bhujbalwadi Gautam nagar Govandi Mumbai 40043  Phone no: 8452997541  E-mail id: [shaikhqadri12@gmail.com](mailto:shaikhqadri12@gmail.com) / [suhailattari12@yahoo.co.in](mailto:suhailattari12@yahoo.co.in) |

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| **Objective:** |
| * Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. * Willing to work as a key player in challenging & creative environment. |

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| **Current Responsibility : Wipro BPS (Office 365 Consultant) 2016 till today**  **Provision and manage users, groups, and domains:** Create users; configure user and group properties and settings; manage user licenses and subscriptions; Bulk Add Users Wizard (CSV import); use Microsoft Online Services Directory Synchronization Tool to provision and manage users and groups; recover identities and users; add and verify domains; Microsoft Online Services module for Windows PowerShell   * **Manage roles:** Office 365 administrator roles; delegated administration; Exchange role-based access control (RBAC) roles including management role assignment policies for users * **Prepare the client computer and configure remote connectivity:** Prepare the client computer (prerequisites, desktop integration, group policy settings, managing desktop shortcuts, Microsoft Online Services Sign-In Assistant); troubleshoot remote connectivity issues (Windows Firewall and network firewall for Lync, Exchange, and SharePoint); Auto discover and service location, trusted zones; configure remote administration (enable administrator for remote Windows PowerShell, Exchange Management Console), Office Professional Plus 2010, 2013 * **On-Site Engineer for ICAI.** * 2013 – 2015 * Maintaining Assets inventory. * Troubleshooting desktop, laptop, network issue. Installation of new computer Printer and network equipment. * Troubleshooting Citrix Application connectivity and installation. * Maintaining lab for students and repairing faulty desktop and laptop. * Monitoring Quick Heal Anti-Virus server and checking for new updates in client computer. * **Service Desk agent for Microland** * Creating ticket on customized software of Bank of America * Providing remote support, phone support and chat support as per requirement * Escalating the case as and when required * Handling PMI cases where a more then 10 user having same issue with application. Creating bridge for escalation team and end user and updating both the team with latest update sending out email after every hour for update * **Precision Infomatics: 2008 – 2012** * Desktop, laptop, Printer, windows, application, software and network installation and troubleshooting for household user and office 365.   **Qualification details** :   |  |  | | --- | --- | | Name of Institute | Year of Passing | | Sree narayana Guru High School (10th) | 2002 March | | Sree Narayana Guru College of Commerce(12th) | 2005 April | | T.Y.B.com (Mumbai University) | 2009 October | | A+.N+ (Hardware networking) IP Solution | 2008 May | |

**Strength :**

* Excellent troubleshooting skill
* Proper data formation on service request
* Team Player
* Good communication skill between user’s and Management

**Personal Details**

1. **Name : Shaikh Suhail**
2. **Father Name : Shaikh Salahuddin**
3. **Maritial Status : Married**
4. **Date of Birth : 31/12/1985**
5. **Notice period : 2 months**
6. **Total Experience : 8 Years**
7. **Current Location : Mumbai**
8. **Current CTC : 3450000**
9. **Expected CTC : As per market.**

**Thanks & Regards**