



MOHAMMED ASIF SARDAR SHAIKH

Senior IT Support Engineer

About Me

Highly dedicated Senior IT Support Engineer with 9+ years of experience specializing in delivering robust L1/L2 technical solutions for 500+ global users. Proven expertise in Active Directory, Office 365, Intune, and leveraging PowerShell to drive efficiency and system reliability.



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Mumbai (Thane)



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<https://github.com/asasifshaikh668/Windows-Automation-Toolkit>

Project

Windows Automation Toolkit

-  Diagnostic Scripts
-  System-Security-Utilities
-  Hardware-Health
-  User Account Management Tool
-  Windows & System Repair Tool

Project Link:

<https://github.com/asasifshaikh668/Windows-Automation-Toolkit>

Core Skills

- **Cloud & Identity Management:** Azure AD (User/Groups Management), Active Directory (Users/Groups, OU, GPO understanding), Office 365 Admin (Licenses, Mailboxes, Message Trace), Intune (Compliance, Policies, BitLocker).
- **Operating Systems & Desktop Support:** Windows OS Troubleshooting, Laptop/Desktop Repair, Outlook & Exchange Support, Basic Windows Server Roles (AD, DNS, File, Print).
- **Network & Security:** Networking (TCP/IP, DNS, DHCP), VPN (Fortinet, Global Protect, Sophos), Endpoint Security Client Management, Cabling & Crimping.
- **Automation & Scripting:** PowerShell Scripting, Batch Scripting.
- **IT Operations & Service Delivery:** ITSM Ticketing & SLA Management, IT Asset Management & Documentation, Remote Support, Global User Support.

Professional Experience

Senior Digital IT Engineer

Sonata Software - Navi Mumbai

Nov 2022 - Present

- Spearheaded L2 technical escalations, resolving complex hardware and networking issues to maintain 99% SLA compliance.
- Resolved L1/L2 technical issues for 500+ Global users (Windows 10/11, O365, VPN, hardware)
- Administered Active Directory tasks, including user creation, password reset, and group management.
- Intune: device compliance, enrolment, BitLocker recovery, policy sync.
- Office 365 admin: shared mailboxes, DLs, message trace, spam mail investigation.
- Provisioned hardware and managed OS deployment using automated tools.
- Network troubleshooting: DNS, DHCP, LAN, Wi-Fi, VPN.
- Optimized IT asset inventory and documentation processes.
- Managing users, guest users, and groups in Azure AD.
- Developed and deployed PowerShell scripts, automating repetitive tasks, resulting in a 20% reduction in daily helpdesk tickets.

IT Certification and Courses

Hardware & Networking

NetTech India
2016

CCNA

NetTech India
2016

Azure Administrator

Expected Completion: Feb 2026

Education

Mumbai University

Bachelor of Commerce
2016 - 2019

Awards

DNA Award - Play to Win - Feb 2025

Peer360 Award - The Collaborator March 2024

DNA Award - Deep Thinking - Feb 2024

DNA Award - Deep Thinking - Dec 2023

DNA Award - Deep Thinking - July 2023

DNA Award - Deep Thinking - Feb 2023

Peer 360 Award - the Collaborator - Jan 2023

Language

English

Hindi

Marathi

Urdu

Senior Executive - IT Helpdesk

Global Cloud Xchange - Navi Mumbai

July 2022 - Oct 2022

- Provide L1/L2 technical support for 500+ Global users (Windows 10/11, O365, VPN, hardware)
- Active Directory: password resets, user creation, unlock, DL/group management.
- Intune: device compliance, enrolment, BitLocker recovery, policy sync.
- Office 365 admin: shared mailboxes, DLs, message trace, spam mail investigation.
- Laptop imaging, OS installation, software deployment, patching.
- Network troubleshooting: DNS, DHCP, LAN, Wi-Fi, VPN.
- Maintain IT asset inventory and documentation.
- Managing users, guest users, and groups in Azure AD.

Desktop Support Engineer L2

Acma Computers - Navi Mumbai

Oct 2021 - June 2022

- Provide L1 technical support for 500+ users (Windows 10/11, O365, VPN, hardware)
- Office 365 admin, WSUS monitoring, backup tools, antivirus management.
- LAN troubleshooting, patching, cabling, switch basics.

Junior Executive Support

Netxcell Ltd - Mumbai BKC

Sep 2020 - Sep 2021

- Domain join, VPN support, printers, and desktops/laptops troubleshooting.

Desktop Support Engineer

Orient Technologies - Mumbai BKC

Sep 2018 - Sep 2020

- Laptop, Application, OS configuration, User management in AD, handled antivirus and VC setups.

Desktop Support Engineer

PRDXN - Thane

Apr 2016 - Jul 2018

- Performed hardware/software troubleshooting and firewall/server basics.