

Mohammed Asif Sardar Shaikh

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Level 2 IT Support Engineer

Professional Summary

Experienced IT Support Engineer with over 9 years of hands-on experience in providing Level 1 and Level 2 technical support across enterprise environments. Proficient in troubleshooting hardware, software, and network issues, managing Microsoft 365 Suite, Azure Active Directory, Intune, and VPN technologies. Skilled at resolving Business-as-Usual (BAU) tickets and maintaining high customer satisfaction. Strong communicator with proven ability to manage incident lifecycles, perform endpoint management, and ensure seamless IT service delivery.

Technical Skills

- Microsoft 365 Administration (Outlook, Teams, OneDrive, Exchange)
- Azure Active Directory & Windows AD Management
- Endpoint Management (Intune, Compliance, Imaging, Device Enrollment)
- VPN Support (Fortinet, GlobalProtect, Sophos)
- Ticketing Tools (Remedy, ITSM, Motadata, ServiceNow)
- Antivirus Solutions (Symantec, Trellix, Escan)
- Strong Remote Support and Customer-Facing Communication Skills

Professional Experience

Senior Digital IT Engineer

Sonata Software Ltd

Nov 2022 – Present

- Provide deskside and remote IT support to Indian & international users within SLA.
- Manage BAU incidents, escalations, and service requests using ITSM Remedy Portal.
- Handle onboarding setups, laptop configuration, and security software installation.
- Administer Active Directory (user ID creation, movement between OUs, DL management).
- Manage Office 365, Teams, Intune compliance, VPN (Fortinet), and Azure AD operations.
- Oversee antivirus policies, security compliance, and remote endpoint troubleshooting.
- Supervise helpdesk team performance, create rosters, monitor SLA compliance, and generate performance reports.

Senior Executive – IT Helpdesk

Global Cloud Xchange

Jul 2022 – Oct 2022

- Provided L2 support, ticket resolution within SLA, and technical assistance via Remedy Portal.
- Managed Active Directory user accounts, VPN access, and Microsoft 365 configurations.
- Supported Zoom, Teams, and antivirus management; ensured smooth onboarding/offboarding.
- Delivered consistent IT support for global teams and maintained high SLA compliance.

Desktop Support Engineer L2

Acma Computers Pvt Ltd (Client: Nelco Ltd)

Oct 2021 – Jun 2022

- Delivered L2 technical support, including AD administration, WSUS, and antivirus server management.
- Troubleshoot backup systems (Commvault), DLP policies, and Microsoft 365 configurations.
- Provided VPN setup and support, printer configuration, and asset management.
- Supported remote users and VIP clients using Teams, Anydesk, and other remote tools.

Junior Executive Support

Netxcell Ltd (Client: State Bank of India, Maharashtra LHO)

Sep 2020 – Sep 2021

- Managed IT assets, network incidents, and service requests across multiple SBI branches.
- Handled VPN configuration, Outlook setup, and user password management via AD.
- Supported Cisco/Polycom VC devices and provided on-site support for high-priority users.

Desktop Support Engineer

Orient Technologies Pvt Ltd (Client: Nayara Energy)

Sep 2018 – Sep 2020

- Managed a team of 5 L1 engineers and ensured daily SLA compliance.
- Provided end-user support, handled VPN (Entrust, Global Protect), and AD operations.
- Installed and configured Windows OS, printers, antivirus, and DLP tools.
- Supported video conferencing and provided technical assistance during executive meetings.

Desktop Engineer

PRDXN

Apr 2016 – Jul 2018

- Provided hardware/software troubleshooting and OS installation (Windows/Linux).
- Configured firewalls, local servers, and network printers.
- Delivered multi-OS environment support and maintained high system uptime.

Education

- B.Com – University of Mumbai (2019)
- HSC – A.K.I. Poona College of Arts, Science & Commerce (2014)
- SSC – A.K.I. Urdu High School, Mahabaleshwar (2011)

Certifications

- CCNA – NetTech India (2016)
- Hardware & Networking – NetTech India (2016)

Languages

English, Hindi, Marathi