

MOHAMMED WAJIUDDIN FARAZ

SENIOR TECHNICAL SUPPORT ENGINEER | MICROSOFT SPECIALIST

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PROFILE SUMMARY

- Results-driven Senior Technical Support Engineer with nearly 5 years of expertise in Microsoft technologies, IT administration, and end-user support.
- Adept at troubleshooting Windows, M365 apps, and Microsoft Entra ID, ensuring seamless IT operations.
- Strong problem-solving, collaboration, and documentation skills with a proven track record of enhancing system efficiency and user experience.
- Recognized for outstanding customer satisfaction and technical proficiency, with multiple awards for excellence in support.

CORE COMPETENCIES

Advanced IT Support Solutions



End-User Assistance Expertise



System Administration Proficiency



Troubleshooting Techniques



Complex Problem-Solving Abilities



Network Configuration Expertise



Security Management Strategies



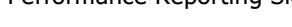
Access Control Implementation



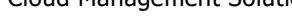
Data Analysis Techniques



Performance Reporting Skills



Cloud Management Solutions (Azure)



AI Copilot Integration in M365

AWARDS & RECOGNITION

- Award-Winning Service Excellence:** Recognized multiple times for achieving top CSAT scores and delivering exceptional technical support.
- Performance Optimization:** Led and mentored a 13-member team, improving resolution time and technical proficiency.
- Microsoft 365 & Azure Expertise:** Provided end-to-end support for Microsoft 365, Microsoft Entra ID, and VPN troubleshooting, ensuring seamless operations.
- Recognized Performance in IT Support:** Awarded Best Employee for outstanding problem-solving and service delivery at Teleperformance India Pvt Ltd.

EMPLOYMENT OUTLINE

Microsoft Specialist

Upwork | Nov 2023 – Present

Key Deliverables:

- Microsoft 365 Troubleshooting:** Provide end-to-end technical support for Windows and M365 applications, ensuring optimal functionality.
- AI Copilot Integration:** Assisting clients in leveraging AI Copilot within M365 for enhanced productivity.
- Issue Resolution:** Diagnose and resolve Outlook, OneDrive, Power BI, and OneNote issues, improving user productivity.
- Escalation Management:** Route complex issues to specialized teams, ensuring timely resolution.
- Team Collaboration & Guidance:** Lead a 13-member team, providing technical assistance and mentoring to improve service efficiency.

Senior Technical Support Engineer

DXC Technology | July 2022 – July 2023

Key Deliverables:

- M365 & Azure Support:** Diagnosed and resolved issues related to Microsoft 365 apps, Microsoft Entra ID, and VPN configurations.
- Active Directory Management:** Assisted users in resolving password issues, setting up Virtual Machines, and troubleshooting Azure AD on Mac, iOS, and Windows devices.
- Ticketing & SLA Compliance:** Utilized ServiceNow for efficient incident management while consistently meeting SLA targets.
- Technical Training & Knowledge Sharing:** Enhanced team capabilities by documenting resolutions and providing training sessions.

• • • • • Software Deployment Strategies

• • • • • Software Maintenance Procedures

• • • • • Advanced Interpersonal Abilities

• • • • • Customer Service Excellence

• • • • • End-User Training Proficiency

EDUCATION CREDENTIALS

- **Bachelor of Engineering (B.E.) – Computer Science** | Visvesvaraya Technological University (VTU), HKBK College of Engineering | 2007 – 2014

TECHNICAL PROFICIENCY

- **Microsoft 365 Administration:** Word, Excel, PowerPoint, Power BI, OneNote, Outlook
- **Operating Systems:** Windows, macOS
- **Networking & Security:** VPN Configuration, A+, N+, CCNA
- **System & Network Troubleshooting:** Issue resolution, performance optimization
- **Virtualization & Cloud:** Virtual Machine Setup, Azure Portal
- **Identity & Access Management:** Microsoft Entra ID, Identity Management
- **IT Support & Hardware:** Hardware & Software Support, End-User Assistance
- **Incident & Ticket Management:** ServiceNow, Technical Documentation
- **Tools & Platforms:** Microsoft 365 Suite, Azure Portal, ServiceNow, DFC
- **Programming & Databases:** C, C++, Python, SQL

PERSONAL DOSSIER

- **Languages Known:** English, Hindi

- **Availability:** Available for relocation

Technical Support Engineer

Teleperformance India Pvt Ltd | Jan 2022 – July 2022

Key Deliverables:

- **OS & Application Support:** Provided advanced troubleshooting for Windows, macOS, and Adobe applications, ensuring seamless functionality.
- **Network & Hardware Resolution:** Diagnosed network, software, and hardware issues, minimizing downtime.
- **Escalation Handling:** Worked with SMEs to resolve complex cases, ensuring high-quality service delivery.
- **Customer Satisfaction:** Recognized as the Best Employee for two consecutive months (March & April 2022).

Technical Support Engineer

Globiva Pvt Ltd | Aug 2020 – Dec 2021

Key Deliverables:

- **HP Laptop & Printer Support:** Provided end-to-end technical support for HP laptops and printers, resolving software and connectivity issues.
- **Ticket Documentation:** Maintained detailed records of technical incidents, improving resolution efficiency.
- **SLA Management:** Ensured adherence to service-level agreements, reducing downtime for end-users

Engineer

Infrastructure Sector (Self-Employed) | Oct 2014 – July 2020

Key Deliverables:

- **Project Oversight & Procurement:** Managed subcontractor hiring, supervision, and procurement to ensure timely project completion.
- **Quality Control:** Ensured project quality while liaising with clients to meet expectations.
- **Team & Resource Management:** Led project teams and allocated resources efficiently to meet construction deadlines.

TRAININGS & CERTIFICATIONS

- Microsoft Azure Administrator Associate
- Networking Basics (A+, N+, CCNA)
- Microsoft Office 365
- C / C++ / Python / SQL