

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

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End-User Assistance Expertise

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System Administration Proficiency

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Troubleshooting Techniques

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Complex Problem-Solving Abilities

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Network Configuration Expertise

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Security Management Strategies

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Access Control Implementation

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Data Analysis Techniques

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Performance Reporting Skills

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Cloud Management Solutions (Azure)

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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.

