

RESUME

Mr. Shawn Elvis John

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CAREER OBJECTIVE:

Dynamic and experienced IT professional with a strong background in compliance, technical support, and system administration. Proven ability to handle end-to-end user support, troubleshoot complex technical issues, and ensure the security and functionality of IT systems. Seeking to leverage expertise in compliance and technical support to contribute effectively to a progressive organization.

EXPERIENCE:

Systems Engineer (System Administrator)
TATA Consultancy Services, Seepz-Andheri East
February 2021

- Ensure compliance with all security aspects, implementing necessary measures to safeguard IT infrastructure.
- Prepare and circulate dashboards detailing pending and resolved ticket statuses, ensuring transparency and accountability.
- Provide comprehensive support to users globally, addressing queries and concerns related to desktops, laptops, MacBooks, iPads, and various software applications.
- Install, configure, and troubleshoot software applications as needed.
- Configure printers, map shared drives, and provide networking support including TCP/IP configuration and hardware maintenance and repair.
- Troubleshoot VPN issues including RSA token, Cisco-AnyConnect, Microsoft Authenticator (MFA), and Palo Alto Global Protect.
- Manage VMware Horizon console, Azure AD, Command-Line, Active Directory, DHCP, and MDM devices, ensuring proper deployment of patches and policies.
- Configure and deploy thin clients, ensuring efficient performance and connectivity.
- Provide Microsoft Office configuration and support to users.
- Administer servers for various projects, ensuring optimal performance and security.
- Close vulnerabilities on servers, ensuring the integrity of IT systems.

- Liaise with hardware vendors such as Dell, HP, and Acer to log and resolve hardware issues promptly.
- Generate end-of-day reports to summarize activities and progress.
- Mentor and train new team members to ensure smooth onboarding and knowledge transfer.

EDUCATIONAL QUALIFICATIONS:

Course	School/College	Year of Completion/ Pursuing	Percentage of Marks
BACHELOR'S DEGREE	Hindustan College of Arts and Science	2020	8.60 (CGPA)
H.S.C	St. Andrews College of Arts and Science	2015	51.23%
S.S.C	Our Lady of Good Counsel High School	2013	74.55%

SKILLS:

- Compliance Management
- Technical Support
- IT Security
- System Administration
- Troubleshooting
- Software Installation
- Networking (TCP/IP)
- VMware Horizon
- Azure AD
- Active Directory
- DHCP
- MDM (Azure Intune)
- Patch Management
- Thin Client Configuration
- Microsoft Office
- Server Administration
- Vendor Management
- Reporting
- Training and Mentoring

ADDITIONAL CERTIFICATION:

- AZ-900: Microsoft Azure Fundamentals - Certification.
- Pursuing Devops.

PERSONAL DETAILS:

Gender: Male

Marital Status: Single

Nationality: Indian

Date: 10th July 1997

Place of Birth: Mumbai

Languages Known: English, Marathi, Hindi & Tamil

Hobbies/Interests: Learning Tech, Research, Travelling and Stand-up Comedy

REFERENCE:

Supporting documents and reference will be furnished upon request.

DECLARATION:

I hereby notify that the above statement made in this document are true and best of my knowledge. Would ensure you of my utmost dedication, holding true to your expectations, if given a chance to prove my abilities.

Place: Mumbai

Date: 01st June 2024

Shawn Elvis John