

CURRICULUM VITAE
Irshad Shaikh

Personal Details

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PROFILE SUMMARY

- Around 6 years of experience as a desktop support, this includes handling windows server AD, installation, configuring and maintaining servers, desktops systems, thin clients, printers & scanners, and can provide level 3 support across the organization for hardware & software related issues, etc.
- Works across a broad range of technologies and liaises across multiple areas of the business to support incidents, problems and requests. Responsible for answering IT requests via phone, email, live chat or instant message and explaining solutions in technical and nontechnical terms.
- A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. I can proactively identify and resolve potential system problems.
- Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.
- Managing and monitoring all installed systems and infrastructure. Installing, configuring, testing and maintaining operating systems, application software and system management tools. Ensuring the highest levels of systems and infrastructure availability.
- Install, configure, test and maintain operating systems, application software and system management tools, proactively ensuring the highest levels of the systems and infrastructure availability, monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.

ORGANISATIONAL EXPERIENCE

Aristocrate Distributors Ltd (Leicester) IT Support Technician. (July 26 2018 to Present)

- Maintain and managing Microsoft Hyper-V, Exchange Server 2007, File Server and Application Server.
- Mitel phone system.
- Used the company call logging system to handle, assign, prioritise and resolve technical issues within agreed SLA's.
- Used Active Directory to create/manage user accounts, reset passwords, create/manage security/distribution groups, etc.
- Used exchange to create and manage mailboxes of users along with shared mailboxes and distribution groups.
- Provided comprehensive 2nd and 3rd line support.

Neovia Logistics (Desford Leicester) Inbound Packaging Operations Admin (12 March 2018 to 18 May 2018 Contract Position.)

- Receiving and processing warehouse stock products/materials (load, print pick list, pack, store) from the SAP.
- Taking goods to the appropriate storage space using loading and lifting gears.
- Keeping a careful record of the inbound materials by scanning and updating on the warehouse management system, in order for it to be located quickly.
- Picking orders using a hand held scanner from the storage space and bringing them for packing or to the loading bay.
- Performing inventory controls and keeping quality standards high for audits.

- Spending most of the time at a packing machine or conveyor line, ensuring orders are packed and labelled correctly to prevent returned orders.
- Cleaning and maintaining the warehouse.
- Following quality service standards and complying with procedures, rules and regulations.

Precision Group (India) – Systems Engineer (2nd April 2016 – 2nd November 2017)

- Worked as a System engineer at Sterling Holiday Resort Ltd client site.
- Installs, configures, deploys and supports business applications Prologic First hotel management and POS.
- Supporting desktop, laptop and printers on day-to-day basis.
- Windows Administrator, Microsoft Windows Server OS Administration, Server Hardware Support, Server Monitoring, Guest Wi-Fi access point monitoring and Fortinet 60-d firewall monitoring.
- Daily day-to-day backup of data.
- Report Cycles Monitoring, Client Requests, Problem Resolution, Change Management, Reporting Tool Proficiency.
- Provide remote technical support as required to other resort Locations and end users, via problem identification, troubleshooting, diagnostics and repair strategy, through resolution.
- May perform research or collect information on specific technical hardware/software related issues to determine root.
- Providing presentations to users on new technical topics for knowledge upgrade & user awareness.

Wipro Infotech Payroll of Acute Informatics Pvt Ltd (India) – Desktop support Engineer L 2 (April 2015 – September 2015 Contract Position)

- Providing telephone and email support for customers by providing remote support to clients with our remote support system, installation and configuration of desktop and laptop computers and mobile phones, performing software and hardware fault finding and providing on site support and maintenance of client's IT systems.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet, provide secondary support for LAN administration, providing and maintaining IT security across large networks, and deploying new hardware, server backups & rollout of software updates and patches.
- Installation, Configuring and troubleshooting of Microsoft outlook.
- Assisting users with technical queries, new equipment etc.
- Conducting Internal Security Audit and Compliance of IT infrastructure and handling external audit with External Auditor. Analysing the finding and closing the same to make infrastructure Secure.
- Basic experience with virtualization and containerization (e.g., VMware, Hyper V), experience with monitoring systems, maintain security, backup, and redundancy strategies.

HCL Info Sytsem (India) – Desktop Support Engineer (June 2014 – September 2014 Contract Position)

- Build and install PCs, telephone systems, wireless networks and peripheral devices (such as printers, scanners, and mobile/smart phones) related to desktop infrastructure, in accordance with department standards. Providing advice and guidance to colleagues regarding incidents. Working on Anchor Electrical ltd client site.
- Repairing and upgrading hardware and ensuring all computers were fully operational, creating and maintaining accurate database of all pending and resolved IT issues.
- Update the software and install the corrections on the necessary environments and platform.
- Strong experience of Installing and troubleshooting of Windows XP, Windows Vista, Windows 7, Windows 2003, 2008, 2012 Server O.S and Windows Ghosting.
- Broad knowledge and experience of IT operating systems including Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office, and Linux.

Zamzam Computers (India) - Desktop Support Engineer (September 2012- September 2013)

- Creation of support documentation, ability to explain technical concepts to users and researching & analytical skills.
- Worked closely with management to analyse the effectiveness of customer service and make recommendations for changes.
- Responsible for delivering customer service effectiveness reports to management, coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.

- Update the software and install the corrections on the necessary environments.
- Work on continuous improvement process by analysing recurrent incidents.

CMC LTD – Field Support Engineer (India) - (June 2011 - July 2012)

- Identified and resolved malfunctions pertaining to system access for agents, collaborating with agents and the engineering/product development teams.
- Analysing fault and ensuring the operational recovery within the agreed SLA through procedure and ad-hoc workaround.
- Installed, upgraded, verified hardware and software applications, assisted end-users in using new and existing technology; provided coaching and one-on-one training, manage laptops, desktops, and printers companywide.
- Ensuring all hardware operates at its optimum level and making sure of production time is not lost to the business, customers, and supporting Microsoft Office Suite: Word, Excel, Outlook, and PowerPoint.
- Managing administrator for MacAfee encryption software 4.6 version for security purpose, updating new patches through management console.

UNIX Computers (India) – Hardware Engineer (July 2009 – April 2011)

- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.
- Return defective equipment to maintenance inventory, document customer repairs, maintain and restock parts inventory to maintain spare parts levels.
- Software installations and support of the main office and adobe applications.
- Extensively providing hardware support for PC's and laptops, and relevant replacement.
- Experience of Active Directory and Server, such as resetting passwords and creating users.
- Answering inbound and outbound calls for relating incident management and providing resolution that meets best for the client.
- Replying to internal and external E-mails with up to date information on every call and incident.

EDUCATION

Title	Institutes	Grades	Equivalence to UK Qualification Standards	Year
B.Sc. in Network Technology	Sikkim Manipal University India	Grade B	Bachelors Degree	April 2015
Diploma in Information Technology	T.E.B Gujarat India	Pass Class	BTEC National Diploma	May-June 2011
Higher Secondary Certificate	Gujarat Board-India	53.71 %	GCE AS LEVEL	2008
Secondary School Certificate	Gujarat Board-India	55.14	GCSE	2006

PROFESSIONAL QUALIFICATIONS

- MCSA Server 2012 Certification. Microsoft Certification Id – 9189385.
- Network technician certification from dimension data India.
- Advance Computer Hardware (Motherboard Chip Level) from INTERSOFT INSTITUTE SURAT INDIA.
- ITIL training from HCL Infosystem Ltd.

ACTIVITIES AND INTEREST

- Strong interest in technology and computers, main contact for friends and family for any problems and repairs
- Always looking out for opportunity to develop and learn new skills within the current trends in technology, would love to increase further knowledge in UNIX, Linux and SQL data management.
- Enjoy sight-seeing and traveling, I am an outgoing person and like to help and meet new people

REFERENCE: AVAILBLE UPON REQUEST