Atif Shaikh

14 Wilmar Close, Hayes End, Middlesex UB4 8ET

**Mobile:** 07879 648 786

**Email:** [atif.zaheer.shaikh@gmail.com](mailto:atif.zaheer.shaikh@gmail.com)

I am a highly organised self-starter with over 20 years IT Support experience ranging from Desktop/Network Support & Team Lead/Management. My experience working across multiple industries has allowed me to effectively manage and support challenges & tasks within a business and I have extensive experience with Microsoft technologies / O365 / Ms Exchange / Ms Azure / AWS, Active Directory, Mac, Unix, ITIL, Linux & Networking technologies all coupled with strong communication and leadership skills.

**Employment History**

**Arup Partnership Senior IT Support Analyst June 2005 – Present**

* Supporting a 2500+ User Base In the Global Head Office
* Managing and leading a team of 7 IT Support Analyst
* Microsoft Exchange 2016 / Online / Messaging Support
* VIP IT Support
* Windows 7 & 10 / Office 365 (admin) / One Drive
* Windows Server 2012 / 2016
* Project Lead For Windows 10 / Office 365 Migration
* Skype For Business / Microsoft SharePoint & Teams
* Mac OSx Support Software / Hardware
* SCCM 2012
* Site Office Set up Managing Switches/Routers/Cisco ASA Boxes
* Microsoft Azure / AWS Platforms
* Active Directory User Account Management / Permissions / File Access
* Network Restores / Backup
* VMWare
* IT Procurement & Asset Management
* Mobile Device Management iOS/Android via MDM / Microsoft Intune
* Managing a 750k IT Budget & Cost Savings
* Service Now Reports / Power BI
* Citrix Remote Access / Cisco Any Connect / MFA Support
* Support for Joint Venture / Business Partners
* Hardware Builds (SCCM) & Bench Marking
* Automation & Software deployment via SCCM/Group Policy
* Hardware Support for HP/Dell/Canon/MFA/Uniflow
* Support for Bespoke Engineering Software (AutoCAD/Bentley/Project Wise)
* 24/7 Out Of Hours Global Support
* Symantec PGP / Microsoft Bit locker Encryption
* Managing The Creation & Maintaining Support Documentation / Knowledge Base
* Working Within Strict ITIL Guide Lines & Practices / Service Level Agreements

**Amec Foster Wheeler Senior Desktop Support Analyst March 2004 – May 2005**

* Providing 2/3rd line support to a user base of 1500
* Windows 2000/XP/Server
* Active Directory User Account Management
* Citrix Terminal Services
* Microsoft Exchange Account Management
* Hardware builds and imaging using Ghost
* Site Office Setup & Support
* AV Support
* LAN/WAN Patch Cable Work
* Monitoring Backup /Restores using Symantec

**Diageo Desktop Support Analyst Aug 2001 – March 2004**

* Windows NT Workstation / Server Support
* Microsoft Exchange / Active Directory
* Lotus Notes
* Novell Netware
* JD Edwards / AS400 Administration
* Dell / HP Hardware Support
* Backups / File Restores

**Procter & Gamble Helpdesk Support Analyst July 1998 – July 2001**

* Microsoft Windows 95/2000
* Lotus Notes Support / Administration
* CC Mail LAN/Mob
* Ms Office 97/2000
* Rumba AS400 Administration
* SAP & RAS Support
* Dell & HP Hardware Support
* PC Laptop Builds using Ghost
* VIP Support

**Education & Training**

Administering & Maintaining Microsoft Exchange Server 2016 Mac OSX Support Essentials ITIL Foundation MCP Windows XP Professional

South Thames College, London Higher National Certificate (HNC) in Computing

Southwark College, London A ‘Levels 3 Passes (Computer Science, Geography, Business Studies)

Bacon’s College, London 8 GCSE Passes

**References**

Available on Request