Saif Ahmed

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**System Administrator/ IT Support Specialist.**

**Professional Summary**

- System Administrator with good experience in Windows 10, Windows server 2012/2019, OS installations, patching, networking and network migration, PowerShell, python scripting, SCCM, MDM deployment, automation, ITIL and ticketing tools.

**Technical Skills**

* Operating Systems: Windows 10/Server 2012/2019
* Database: MySQL
* Microsoft Office 365 administration
* Scripting Language: PowerShell
* Clouds: Azure cloud.
* SCCM/ MDM deployment.
* Ticketing Tools: ServiceNow, Jira
* Networking: VMware ESXI, vSphere, and Network Infrastructure.

**Work Experience**

**SerNor Pvt ltd Apr 2023 - Present IT Support Engineer.**

**Client – Galderma**

**Responsibilities**

* 2nd/3rd Level support and System Administration to users internally and externally.
* Setup/implementation of Microsoft 365 cloud-based platform, including Intune, Autopilot, Teams, SharePoint, OneDrive, Windows/iOS and Azure Active Directory for enterprise applications.
* Maintain existing Microsoft 365 cloud-based environment and assist in problem identification across it.
* Working with business units to develop requirements and solutions within the Microsoft 365 cloud-based environment.
* Assisted 1st/2nd Level IT Support workload of IT issues from high call volumes, emails and support onsite.
* Created, implemented SOE of all desktops / laptops using Norton’s Ghost and StorageCraft
* Maintain / monitor servers, LAN/WAN connections with assistance from IT providers.
* Installation / deployment of applications/patches on laptops using SCCM server.
* Setup, installation and configuration of Windows servers and Azure cloud platform.
* System administration for network infrastructure transition into AWS cloud platform.
* System administration for Kubernetes distribution system platform.
* Installation / configuration, maintenance, and admin. of VMWare vSphere ESXI.
* Installation, maintenance, and administration of iOS devices – iPhone/iPad.
* Regular meetings with Service Desk to aid in work efficiency and problem resolution.
* Maintaining the accuracy of all asset documentation to reflect the hardware in use.
* Collaborate with external vendors to ensure IT equipment is repaired/decommissioned.
* System administration using Active Directory, Exchange Management Console, Microsoft Endpoint Anti-Virus Protection, Symantec Backup Exec.
* Setup/installation in configuration of Cisco switches, FortiGate and Juniper Firewall.
* VOIP administration support for transition to MITEL phone system.
* System administration support for network infrastructure transition to NESTLE IT.
* IP-Phone and Voice Support Administration using Alcatel / Mitel System Admin. app.
* IP phone patching, desk phones / ext. setup, and troubleshooting voice problems.
* Setup/Troubleshooting for audio/video technologies in conference rooms.
* Server / Switch / Router / Firewall Rack / UPS Hardware Installation and Patching.
* MDM server administration support for iOS devices – iPhone/iPad.
* Sharing knowledge and documenting procedures to maximize team performance.
* Trained and mentored co-workers in user support activities.

**Genpact Jun 2018 - Feb 2020 Technical Process Associate.**

**Client – GoDaddy**

**Responsibilities.**

* Assisted First Level IT Support with the workload of IT issues coming from high call volumes, emails and support onsite.
* Installing and configuring various types of packages via software centre on windows 10.
* Build and configure VMware ESXI servers.
* Assisted Senior Network Consultant by providing technical support for areas within our offices e.g., Daily Backup Administration and installing / configuring network printers.
* Installed/Deployed corporate software on all desktops and laptops, e.g., Symantec Endpoint Protection Anti-Virus software.
* Ensured all desktops and laptops have the latest patches applied, e.g., latest Microsoft Office and Windows 7 Professional patches.
* Holding regular meetings with the helpdesk and technical support team to aid in consistent work efficiency and problem resolution.
* Maintaining the accuracy of all asset documentation to reflect the hardware in use by the company.
* Assisted in IP-Phone and Voice Support Administration using Mitel System Administration software. Also patching in phones into voice network, setup of physical phones / extensions and troubleshooting & diagnosing voice problems.
* Using ServiceNow for maintaining proper documentation about the local IT issues.

**Environment: ServiceNow, PowerShell, Automation, patching, Monitoring, Automation, Reimaging, SCCM, Network security, VMware ESXI, Microsoft 365 administration.**

**Tech Mahindra Mar 2017-Feb 2018 Technical Support Associate.**

**Client - Telstra and NBN**

**Responsibilities**

* Provide Level 1 technical support for Systems and Network issues.
* Performing tasks such as user management, installing software, managing permissions, and troubleshooting various performance issues on Windows (2008, 2012) systems.
* Researching, diagnosing, and troubleshooting the network issues via OATS, pandora.
* Assisting senior administrators and network engineers during network maintenance and network migration activities via vSphere and VMware ESXI
* Maintaining documentation using ServiceNow.
* Maintaining the accuracy of all asset documentation to reflect the hardware in use by the company.
* Resolve incidents and problems in accordance with defined guidelines and meet operational level agreements.

**Environment: Windows Server 2012, PowerShell, Python, Troubleshooting, VMware ESXI.**

**Fiserv Jun 2015 - Jun 2016 Quality Associate.**

**Client - Telstra and NBN**

**Responsibilities**

* Perform quality checks and audits on ServiceNow configurations, workflows, and customisations to ensure compliance with best practices, industry standards, and organisational requirements.
* Provide level 1 technical support for system and networking issues.
* Analyse process data, metrics, or performance indicators to identify trends, patterns, or areas of improvement.
* Provide training and support to team members or new hires on technical processes, tools, or systems. Share knowledge, best practices, and lessons learned to promote a culture of continuous learning and development.
* Ensure compliance with company policies, industry regulations, and data security protocols. Adhere to data privacy standards and protect sensitive information during process execution.
* Stay updated with technological advancements, industry trends, and evolving processes. Adapt to changes in tools, systems, or procedures and quickly acquire new skills or knowledge as required.

**Environment: Monitoring network, Testing, ServiceNow Administration, Quality Management.**

**Education Feb 2020 - Sep 2022.**

* Masters in Information Technology - Victorian Institute of Technology, Sydney.