**Sheikh.Mehraj**

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-------------------------------------------------------------------------------------------------------------------------------**Objective:**

To secure a promising position that offers both a challenge and a good opportunity for growth with new skills and wants to be the part in organization development.

**Academic Qualification:**

* I Completed **M.TECH** with **Specialization in ECE** at **KIET** Korangi in **2015**.
* I Completed **B.TECH ECE** in **KIET** Korangi with **64%** aggregate in **2012**.
* I Completed **Intermediate** at **Nalanda junior college** Kakinada with **76%** aggregate in **2008**.
* I Completed **S.S.C** at **Sama Public school** Kakinada with **77%** aggregate in **2006**.

**Work Experience:**

**Detail@3:**

I am working as “Support Engineer for Windows UEX Project” in MindTree Ltd.

**Job Responsibilities:**

* Premier Service Level cases with Severity A, B & C including Critsit.
* Professional Service Level cases with Severity A, B & C.
* Topics: Remote Desktop Services (RDS), High Availability, Windows Explorer, Shell Experience Host, WMI, Modern Apps, Printers and Universal Print.
* Environments: Hyper-V, VMware, Citrix, Microsoft Azure, AWS.
* Remote Tools: Log Me IN (LMI), Cisco WebEx, and Teams.
* Diagnostic Tools: RDS-MSDT, Performance-MSDT, RDS Traces, Process Monitor, Performance Monitor.
* Operating System: Server and Client OS.
* Ticketing tools: Service Desk & Case Buddy

**Detail@2:**

I worked as a “Desktop Support Engineer (L2)” for **GENPACT** on behalf of **ANRI SOLUTIONS** from 26 July 2016 to 27 Nov 2018.

**Job Responsibilities:**

* Laptop & Desktop O.S Configuration (Win 7 & Win 10).
* Basic Software installations based on the Clients Requirement.
* Laptop & Desktop Hardware/Software/Application troubleshooting.
* Printer / Scanner first level hardware support.
* Vendor coordination on hardware replacement for Laptops & Desktops based on Warranty details.
* Provides Support in replacement of hardware parts for both Laptop & Desktops.
* Provides Support in resolving VPN Issues.
* Provide support on Business critical issues over the call.
* Perform Information security tasks like AV, DLP, Safe boot, Patch update and defect closure to meet compliance norms for workstation.
* Incident and Service Requests execution.
* Provide support for asset management team.
* Joining Client machines in the Domain while users face login issues.
* Provides Support for IP Phones within the floor.

**Detail@1:**

I worked as “Senior Engineer” for **Prometric** on behalf of **Apex services** from June 5th 2016 to July 5th 2016**.**

**Job Responsibilities**

* Server deployment, administering and commissioning Windows 2008R2 server.
* Installing & Configuring Active Directory Domain Services (ADDS).
* Implementation of **Proxy Server**.
* Implementation of **ADC** (Additional domain controller).
* Joining the client into Domain.
* Network isolation &troubleshooting.
* Software/Application troubleshooting.
* Coordinating with the senior level Engineers on phone.

**Technical Skills:**

**Windows:**

* Have Knowledge on Microsoft Remote Desktop Services.
* Have Knowledge on different environments such as Hyper-V, VMware, AWS and Azure.
* Have Knowledge on Networking (able to troubleshoot the issues and can provide support).
* Have Knowledge on Printer & Scanner Configuration.
* Have knowledge on Configuring Servers.
* Have knowledge on configuring client O.S.
* Have basic knowledge on Active Directory and Group Policies

**Personal Skills:**

* Hardworking nature.
* Able to work in any type of environment.
* Good thinking ability.
* Time management.
* Leadership qualities.
* Good Communication.
* Effective listening skills.
* Ability to handle pressure

**Personal Details:**

Date of Birth : 30August 1990

Languages known : Telugu, English, Hindi

Nationality : Indian

**Declaration:**

I hereby declare that the above-furnished details are true.

**Date:**

**Place:** Kakinada **Signature**