Taufiq M Shaikh
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OBJECTIVES

"Seeking a challenging environment that encourages continuous learning and creativity that provides exposure to new ideas and stimulates personal and professional growth I have a strong passion to work for these upcoming changes through quick learning adopting new techniques and technologies in a fast and progressive working environment".

Technical Knowledge

M.S.Office2007,CompTIAA+,CompTIAN+,Windows7,CCNA,MCITP,RHEL-6,Windows8, Windows 10&11, Microsoft 365, Microsoft Azure, G-Suite.

Completed certification of Microsoft Azure Administrator Associate 4TB7DB-37B4D2

Completed certification of Microsoft 365 Enterprise Administrator Expert 99L824-79934D

Completed certification of ITILv4 Foundation certificate no =GR671251622TS

Completed certification of MCTS-Windows-7 certificate no = 5431YC-D354E3

Educational Qualification

QUALIFICATION	UNIVERSITY/BOARD	PERCENTAGE	PASSING YEAR
Bachelor of Computer Science	Dr. C.V Raman	FIRST CLASS	2013
X II (science)	G.S.H.E.B	SECOND CLASS	2010
X (General)	G.S.E.B	SECOND CLASS	2008

Professional Work Experience

1) **System Administrator:**
   Urban Planning & Development Authority - Kingdom of Bahrain Deputed by VAM Systems
   [Apr 2023 – Present]

   ## Job Responsibilities:
   - Receive incident reports from Users via telephone, portal or email.
   - Record all incidents and resolutions in the Help desk tool (ITSM JIRA).
   - Create, edit, delete and restore Microsoft 365 user and group.
   - Reset password, Force users to sign out, manage service request, Monitor service health.
   - Add users and groups, assign licenses, manage most users' properties, Create & manage user views.
   - Manage Microsoft 365 administrator role. Manage password expiration policies.
   - Analyze and determine appropriate layout of all equipment's in data center with help of balancing and cooling.
   - Monitor and supervise all data center solutions.
   - Assist various departments in installations and removal of data center hardware as per requirement.
   - Install, upgrade, and troubleshoot Windows XP/7/8/10/11 operating systems and Microsoft Office programs (Word, Excel, PowerPoint, Outlook 2019/ 2016 /2013/2010/2007) and office 365.
   - Installation and configuration of Server and Server Operating System.
   - Manage user accounts, credentials, permission, access rights, storage allocation & active directory administration.
   - Installation, configurations and support Hyper-visors such as Microsoft Hyper-V and VMware.
   - Manage Microsoft Azure cloud Administration Panel.
   - Manage, support Microsoft Intune Admin Center Portal, Device enrollment.
   - Manage the SCCM environment and contribute to making it better and more efficient for the end-user.
   - Secure system integrity from any breaches or viruses and play an essential role in risk-mitigation planning, including creating backup plans, safeguards for data, user security policy and identity management.
   - Upgrade of system & server hardware as required such as increase of memory, hard disk size, graphics card etc.
   - Install, Upgrade and Update Antivirus Clients (McAfee, Kaspersky, Cortex XDR,etc.).
   - Provide support to first level team & prepare support guidance document.
   - Design, organize, modify, and support an organization's computer systems, including operating systems, business application, security tools, servers, email systems, and user hardware.
   - Monitor SCCM Platform health, Client health and mitigate identified issues.
   - Manage, troubleshoot package installation, Update and OS deployment issues by analyzing SCCM logs.
   - Recommend changes to improve system & network configurations.
   - Manage Domain server, DNS, DHCP, ADC, RODC, RDS server and file server.
   - Provide support for enterprise backup solutions Symantec, Veeam.
   - Configure, manage and troubleshoot windows server 2008, 2012 and 2016.
   - Prepare daily systems status & support reports.
   - Manage & provide first level support for Sophos, Fortinet & SonicWall firewall.

2) Sr.IT Infrastructure Support Engineer: Venue Operation Support
   Supreme committee for Delivery & Legacy Qatar - FIFA World Cup 2022 Qatar

[March 2021 – March 2023]

Job Responsibilities:

- Receive incident reports from Users via telephone, portal or email.
- Recording all incidents and resolutions in the Help desk tool (Service Now, ITSM).
- Create, edit, delete and restore Microsoft 365 user and group.
- Reset password, Force users to sign out, manage service request, Monitor service health.
- Add users and groups, assign licenses, manage most users' properties, Create & manage user views.
- Manage Microsoft 365 administrator role. Manage password expiration policies.
- Analyze and determine appropriate layout of all equipment's in data center with help of balancing and cooling.
- Monitor and supervise all data center solutions.
- Assist various departments in installations and removal of data center hardware as per requirement.
- Installing, upgrading and troubleshooting Windows XP/7/8/10/11 operating systems and Microsoft Office programs (Word, Excel, PowerPoint, Outlook 2019/ 2016 /2013/2010/2007) and office 365.
- Installation and configuration of Server and Server Operating System.
- Manage user accounts, credentials, permission, access rights, storage allocation & active directory administration.
- Install, upgrade, and troubleshoot of new desktops, laptops, local/network printers, MFP printers, scanners, WIFI devices and other IT equipment's.
- Manage Microsoft Azure cloud Administration Panel.
- Manage, support Microsoft Intune Admin Center Portal, Device enrollment.
- Manage the SCCM environment and contribute to making it better and more efficient for the end-user.
- Design, organize, modify, and support an organization's computer systems, including operating systems, business application, security tools, servers, email systems, and user hardware.
- Troubleshooting of network connection, tracing network cable using tracing tools like tone tracer and network tester and terminating network cables (Crimping, Punch down RJ45).
- Perform system software and hardware maintenance, evaluate, test and integrate upgrades to operating systems, support software and applications.
- Secure system integrity from any breaches or viruses and play an essential role in risk-mitigation planning, including creating backup plans, safeguards for data, user security policy and identity management.
- Coordinate with vendor for replacement or repair of faulty equipment or spares.
- Accurately maintaining the IT asset inventory.
- Recommend changes to improve system & network configurations.
- Decide hardware or software needs related to such changes.
- Managing Domain server, DNS, DHCP, ADC, RODC, RDS server and file server.
- Provide support for enterprise backup solutions Symantec, Veeam.
- Configure, manage and troubleshoot windows server 2008, 2012 and 2016.
- Manage to deploy new IT equipment as per management requirement.
- Managing & provide first level support for Sophos, Fortinet & SonicWall firewall.
- Experience with utilizing Intune as a mobile device management platform.

3) IT Support Engineer:

Customs Affairs Ministry of Interior Kingdom of Bahrain Deputed by Almoayyed International group. [Apr 2016 – Feb 2021]

Job Responsibilities:

- Receive incident reports from Users via telephone, portal or email.
- Recording all incidents and resolutions in the Help desk tool (Sapphire IMS, Track IT).
- Installing, upgrading and troubleshooting Windows XP/7/8/10 operating systems and Microsoft Office programs (Word, Excel, PowerPoint, Outlook 2013 /2010/2007/2003) etc.
- Installation and configuration of Server and Server Operating System.
- Setting up new user accounts, profiles and organization unit on Active Directory.
- Installing, upgrading and troubleshooting of new desktops, laptops, local/network printers, MFP printers, scanners, WIFI devices and other IT equipment's.
- Upgrade of system hardware as required such as increase of memory, hard disk size, graphics card etc.
- Installing, Upgrading and Updating Antivirus Clients (McAfee, Kaspersky, etc.).
- Supporting remote users using VNC, Dameware and team viewer remote support software.
- Monitor SCCM Platform health, Client health and mitigate identified issues.
- Manage the SCCM environment and contribute to making it better and more efficient for the end-user.
- Troubleshooting of network connection, tracing network cable using tracing tools like tone tracer and network tester and terminating network cables (Crimping, Punch down RJ45).
- Perform system software and hardware maintenance, evaluate, test and integrate upgrades to operating systems, support software and applications.
- Training end users on usage of computer hardware and software.
- Coordinate with vendor for replacement or repair of faulty spares.
- Accurately maintaining the IT asset inventory.
- Recommend changes to improve system & network configurations.
- Decide hardware or software needs related to such changes.
- Troubleshooting all type of computer problems.
- Perform data backup and recovery.

4) IT Support Engineer:

Bokhammas Establishment S.P.C Kingdom of Bahrain [Oct 2013 – Apr 2016]

Job Responsibilities:

- Troubleshoot computer hardware problems and manage the area of system administration.
- Install & manage computer networks and networking environments including hardware, system software, application software, and all configurations.
- Install, configure and upgrade all type of server system & software.
- Recommend changes to improve system & network configurations.
- Decide hardware or software needs related to such changes.
- Troubleshooting all type of computer problems.
- Perform data backup and recovery.

Personal Profile

Name	:	Taufiq Shaikh
Date of Birth	:	29th April 1993
Father Name	:	M. Hanif Shaikh
Gender	:	Male
Marital Status	:	Married
Language Known	:	English, Hindi, Gujarati
Driving License	:	Valid Qatar Driving License
Nationality	:	Indian
Contact No	:	+973 33767868
Hobbies	:	Cricket and swimming (In my free time)

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Yours Sincerely,

Taufiq Shaikh