**ATIK MOHAMMAD ILYAS SHAIKH**

At- Kapdwanj, Ta- Kapdwanj, Opp.Nagina Masjid, Nadi Darwaja, Kapdwanj, Dist.- Kheda, -387620

**Contact:** +91-8511153759; **Email:** **atikshaikh89@gmail.com**; **Date of Birth:** 26th March 1990

**HARDWARE & NETWORKING PROFESSIONAL:**

* Technically proficient professional with an **experience of 8.5 years in Maintenance and Troubleshooting of Computer Hardware & Networking**.
* Expertise in **complete assembling of computer, maintaining and troubleshooting peripherals, installing operating system & Application (Utility) Program and configuring modems.**
* **Possess knowledge of Networking fundamentals & IP addressing concepts, backed by a good exposure to network management.** Well versed in configuration of **networking devices, security, systems administration,** disaster recovery management and customer support for systems and software up-gradation.
* Adept at mapping client’s requirements, custom designing solutions & troubleshooting for **complex hardware/networking** related problems.
* **Focused and hardworking professional** equipped with thorough knowledge and technical understanding coupled with an analytic bent of mind and confident to take challenging assignments.

**Technical Skills:**

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| Operating Systems | Installation and troubleshooting of Windows 98, Windows 2000 and Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Windows Server 2003, Windows Server 2008, Susi Linux, Fedora Win 2K etc.  |
| Hardware and Networking Skills | * User account creation, deletion, modification etc.
* System Assembling, Installing and Troubleshooting
* Installation, Configuration and Administration of Desktop, Laptop, Printer, Thin Client, Server
* Installation, configuration and administration networking & wireless technologies through Proxy and Broadband Routers
* Understanding of LAN Configuration/ LAN maintenance and troubleshooting
* Knowledge of SAP, Lotus Notes, Outlook Express, MS Outlook configuration and troubleshooting
* Crimping UTP Cable, Installation and Configuring Network Adapter Card, TCP/IP and Network Printer
* Configuration and maintenance of Antivirus, Local & Network Printers.
* Hands-on experience in McAfee Endpoint Encryption, Data recovery, EPO console.
* Knowledge of Trend micro Antivirus and Encryption.
* Hands-on experience in Cirrato Cloud printing
* Knowledge of File Seclore Desktop Client, GPG encryption Software.
* Hands-on experience with different remote access tools
* Knowledge of word, excel, power point, Google docs, sheets etc.
* Basic knowledge and experience on Azure, AWS.
* Skilled in troubleshooting computers & peripheral equipment, identifying problems, resolving the same, replacing parts, boards, and equipment as per requirement.
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**PROJECTS:**

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| **Project** | **Project Summary** |
| **ITIL COMPLIANCE AND AUDIT :****Duration : 2015/2019****Organization: GE/SBICARD** | * Leading Team of 17 for ASPAC level
* Approx 800+ tickets audited weekly basis
* Responsible for audit compliance as per given parameters for English speaking countries
* Direct report to ASPAC management team for weekly and monthy audit.
* Coordinating Team for auditing of tickets as per given parameters and publish report to Management team on weekly and monthy basis
* Weekly 850+ ticketes were audited
* Monthly 10% of tickets for every locations in ASPAC region were audited.
* Achieved ASPAC level compliance from average of <60% to 95+.
* Monthly discussions with Team leads for improvement on compliance percentage .
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| **Asset Management (CMDB) :****Duration : 2016/2017****Organization: GE/SBICARD** | * Leading project of PAN India IT STOCK Assets
* Collect stock data from PAN India team of approx 40+ engineers and verify their data from master CMDB data and update on CMDB tool
* Maintain data of arround 10k+ stock assets at PAN INDIA level
* Weekly update and publish report to management team
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| **Asset Management and Allocation:****Duration : 2019/2020****Organization: Swiggy** | * Maintaining asset Data for west region (Gujarat/Maharashtra/Goa)
* Engineers acrross region reporting to me with theire location IT asset data and post verifying data need to submit report to management team
* In use and in stock data for all IT assets.
* Publish data on weekly basis
* Allocating assets as per maintained asset inventory to users
* Approve/Reject request of assets from user as per available stock or requirement mentioned by user on tool
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| **Remote Site mangement****Duration : 2011/2012****Organization: HDFC Lifeinsurance** | * Managing 14 Branches across South Gujarat region
* Team of 12 Engineers Reporting From Their respective location for IT releated issues.
* Key activity : Asset verification, Site maintaince Users Survey. Handling user escallaions
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**PROFESSIONAL EXPERIENCE:**

**CIEL (Third party of Bundl Technology (Swiggy)), Ahmedabad⬧ Senior System Administrator Jan’19 – June’20**

**Nityo InfoTech (Third party of NTT data), Ahmedabad ⬧ Senior System Administrator ⬧ July’18 – Jan’19**

**Adecco InfoTech (Third party of NTT Data India), Ahmedabad ⬧ System Engineer ⬧ April’13 – June’18**

**Nityo InfoTech (Third party of Dell India), Baroda ⬧ System Engineer ⬧ DEC’12 – JAN’13 *(1 Month Project).***

**Impact InfoTech (Third part of Wipro InfoTech), Baroda ⬧ Onsite Engineer⬧ Jul’11-Mar’12**

**HCL Info systems LTD, Baroda ⬧On Job Trainee ⬧ Jun’10 – May’11**

* I was working as Senior System Administrator at Bundl Technology (also Known as Swiggy) where I was taking care of Asset management, Laptops, and Printer related problems and Maintenance, Basic network management, Ticketing tool , VPN application, Data card Allocation for West Zone ETC.
* Previously I was working as a Senior System administrator at **SBI Credit Card Ahmedabad (Formally known as GE Capital) Since April ‘13,** with the responsibility of Taking care of Desktops, Laptops, and Printer related problems and Maintenance. Asset Management. All Issues related to Software, VPN, Hardware installation and maintenance, also I am lead Project of Compliance Audit of ITIL ticketing process for ASPAC region
* Also worked as System Engineer at **General Electric Co**. **Project**, **Baroda,** with the responsibility of Installing New Systems and Configured, Managed and Encrypting All Systems on That Particular Client Domain with Other 3 Members on Team.
* Key Project Managed: HDFC Life Insurance Project and entrusted with the responsibility of handling 14 branches across South Gujarat Region
* Managed computer installations along with all related accessories such as Printer, Scanner, Modem and Installation/ Troubleshooting of Device Driver and networking to ensure hassle free functioning of systems. Updated users on maintenance tips for prolonged service life of machines.
* Efficiently managed Server Level support, troubleshooting of all desktop, hardware / software and network issues on Windows platforms.
* Monitored functioning of equipment peripherals and make necessary modifications to ensure system operates in conformance with specifications.
* Involved in assembling new machines, creating users & connecting servers to the O.S. nodes for ensuring smooth operations within the company.
* Figured out hardware problems of machines, Network and Network equipment & scrutinized user needs and recommended appropriate hardware, software for the system.
* Entrusted with installation and configuration of overall security of the network and regular backups.
* Managed network connectivity as well as implementation/ integration/ troubleshooting for servers, remote access, storage devices, Backup Devices, printers and scanners in LAN environment.
* Efficiently provided administration and troubleshooting for network servers and resolving connectivity issues.
* Managed complete troubleshooting activity pertaining to Performance, Network Administration, Application Conflicts and Bugs and addressing overall queries involving Information System/ Software.
* Analyzed root cause of failures and resolved breakdown issues within minimum turnaround time.
* Maintaining Assets through ITIL tool and Managing Assets Inventory for PAN India Region.
* Improved Overall Compliance percentage of ITIL ticketing process by leading Audit Team in India and ASPAC region.

**EDUCATIONAL CREDENTIALS:**

**Cloud Computing with AWS.**

Cognixia.

**Technical Courses of Hardware (A+), Networking (N+), CCNA (CISCO Certified Network Associate), 2010**

HCL CDC Ahmedabad

**Diploma (Information Technology), 2010**

Maharashtra State Board of Technical Education (MSBTE); 63.48%

**H.S.C. (Science), 2007**

Gujarat State Education Board; 48.76%

**S.S.C, 2005**

Gujarat State Education Board; 50.86%

**Languages Known:** English, Hindi and Gujarati.

 **Thanks and Regards**,

 ***Atik******Shaikh.***