Atik Shaikh

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## Summary

Driven Systems Administrator with 8.10 years of experience in software implementation, maintenance Proven history of managing Team & Operation Services. Basic Knowledge and understanding of Networking. Additionally having experience in handling the Information Security of a company on the ﬁrst level. Results-driven IT professional with notable success in planning, analysis, and implementation of security initiatives. Expert in solutions-oriented business application problem-solving and dedicated to providing best-in-class service. Skilled at troubleshooting, communication, and collaboration.

## Experience

Senior System Administrator

CIEL (Client: Swiggy) • Ahmedabad, Gujarat 12/2018 - 06/2020

Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.

Resolved issues and escalated problems with knowledgeable support and quality service. Maintain All IT asset data for West Region (Gujarat, Maharashtra, Goa)

Allocating assets as per maintained asset inventory to users across the region Maintain Data card allocation project for West region

Oversaw IT activities to maintain operations by maintaining laptops, tablets, and PDAs for 100 + users Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools, and replacement parts.

First point of contact for Local Network/ISP/Server related issue Migrated users from OpenVPN to Global Protect VPN.

Managed users Machines As per InfoSec guidelines.

# Senior System Administrator

Nityo InfoTech/ Adecco India. (Client: GE Capital/SBICARD) • Ahmedabad, Gujarat 03/2013 - 01/2019

Standardized job tasks and trained junior team members on industry best practices and standards. Created patches and solutions to ﬁx bugs in existing applications.

Resolved issues and escalated problems with knowledgeable support and quality service. Responded to and resolved customer questions and concerns within the agreed SLA Maintained ﬂexible schedule and responded to after-hours and weekend emergencies.

Need to handle client’s application and hardware-related issues and provide solutions within the SLA as agreed. Conducted testing and troubleshooting for various software remotely and onsite for 200 + Users to maintain operational readiness.

Leading Team for 17 engineers for ITIL Compliance Audit for ASPAC regions and directly reported to ASPAC management team weekly and monthly.

Achieved ASPAC level compliance from an average of 95+ Percent. Leading project of PAN India IT STOCK Assets for around 10k stock assets.

First Level Troubleshooting of McAfee Encryption issue and Data backup of user machine incase of OS/Hardware failure if any issue occurred and raise a ticket with the central team.

First point of contact for Local Network issue

# System Engineer

Nityo Infotech (Client: GE Oil and GAS) • Vadodara, Gujarat 11/2012 - 01/2013

1 Month Project for New Systems Installation and Conﬁguration Installed McAfee Endpoint Encryption on all newly installed systems.

Data backup was taken from the User's old system to the new system and encrypted data with McAfee Endpoint Encryption on the newly installed system.

# Onsite engineer

Impact Infotech (Client: HDFC Life Insurance) • Vadodara, Gujarat 06/2011 - 03/2012

Manged 14 Branches Across the south Gujarat region.

Scheduled, planned, and performed periodic scheduled maintenance to help systems operate at optimal levels monthly for remote branches.

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 a prolonged service life of machines.

Efﬁciently managed Server Level support, troubleshooting of all desktop, hardware/software, and network issues on Windows platforms.

Followed customer issues through completion to resolve complaints and achieve customer satisfaction. Delivered direct technical support to customers on installations, usage, or maintenance to enhance system functionality.

Remote support provided to the offsite user’s application-level issue. Arranged engineer visits for offsite users for hardware/OS-related issues.

# On Job Trainee

HCL Info systems LTD • Vadodara, Gujarat 05/2010 - 05/2011

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. Analyzed root cause of failures and resolved breakdown issues within minimum turnaround time.

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 the 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

## Skills

Asset Management IT Auditing Windows OS

Microsoft Ofﬁce Operations Management Escallation Management

ITIL Team Management Troubleshooting

Linux Technical Support Encryption

## Education

Diploma In Information Technology

Maharasta State Board of Technical Education • Akkalkuwa, Maharashtra 08/2010

# Higher Secondary Education

Gujarat University Ahmedabad • Kapadwanj, Gujarat 06/2007

# Secondary School

Gujarat University Ahmedabad • Kapadwanj, Gujarat 06/2005

## Languages

English Hindi Gujarati