ABRARULHAQUE SHAIKH

CURICULLAM VITAE

About me

8+ Years of experience in designing, deploying, supporting and maintaining Windows server 2008, 2012, 2016 environments at an enterprise level. Managing full server operating System & Application Lifecycle, Provisioning, Automation and Security. Solid understanding and operational experience with Active Directory, DNS, Microsoft Exchange, IIS, File Server, Microsoft Hyper-V, VMWare, Backup solutions. Experience in AD, DNS,Clustering & VM environment.

Contact

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in Linkedin.com/in/abrarulhaque-shaikh-87a914b4

EDUCATION

Bachelor of Commerce
DR. C.V Raman University
Bilaspur, (C.G) 2015

PG DIPLOMA IN COMPUTER APPLICATION (ECIT)
2010

Passed HSC & SSC
Gujarat Education Board

SKILLS

IT INFRASTRUCTURE MANAGEMENT / DATA CENTER/ TEAM HANDLING / AZURE CLOUD / WINDOWS SERVER / AD/ DC/ GROUP POLICY / DNS SERVER / TERMINAL SERVER / MS SQL / MySQL

FIREWALL / CISCO ROUTERS & SWITCHS/ WLAN/ P2P/ VPN

VMWARE / VSPHERE COMMVAULT / VEEAM

CERTIFICATIONS

CISCO CERTIFIED NETWORK ASSOCIATES (CCNA)
2019

ITIL® Foundation Certificate in IT Service Management
2019

Certification of Hardware & Networking
2011

Professional experience

17-12-2016 - Present   **SENIOR EDP OFFICER** (*Server & Network Administrator) / Ice Make Refrigeration Ltd*

- Managing Centrally Entire IT Infrastructure of the Company.

- Follow ITIL standard practices for incident, change and problem management.

- Monitor system logs (logs, IDS/IPS/ Content Filter, Backup Jobs, etc.)

- Apply Networking principles: TCP/IP, Routers, Firewalls, Switches, Load Balancers, VPNs

- Managing server infrastructure services for Data center System maintenance, storage, backup etc.

- Internet Management, Email Management, Service Management, End point solutions management, Systems Management, Proxy, content filtering and Internet access management for users, managing Messaging servers.

- Manage and Support Microsoft Office 365

- Responsible for end to end of VM set up and maintenance.

- Intuitive individual with an ability to manage change and proven time management

09-07-16 to 16-12-16   SENIOR SYSTEM ENGINEER / Suzuki Motors Gujarat / SSCSPL

- Provide technical support for users and ensure proper maintenance of workstations, Printers, and peripherals.
- File Server Management, Asset Management. Outlook configuration and support.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity Issues.
- Windows server installation and configuration. Working Knowledge of Virtualization VMware Esxi.
- McAfee antivirus server management, Canon printer Uniflow server management. Router and switch configuration.
- Ensured quick resolution of user concerns and escalated more complicated support Issues to senior helpdesk representatives.

10-08-15 to 08-07-16   CUSTOMER SUPPORT ENGINEER / ARVIND MILLS LTD / ASHTECH INFOTECH PVT LTD

- Attend VIP Calls of Directors, CEO, GMs, Etc.
- Configuration and Maintenance of Server, Desktop, laptop and Switches.
- Give Full supports on all Adobe Photoshop's Versions.
- Solve all the types of Printer and Network calls.
- Check all types of Application issue.
- Configuration of Outlook and Lotus notes.
- Installation of Capitan OS in MAC Systems.

01-05-15 to 09-08-15   SENIOR DESKTOP ENGINEER / TORRENT PHARMA / WIPRO

- Handled 6 Member Teams as a Helpdesk.
- Configuration and Maintenance of Server, Desktop, laptop and Switches.
- Successfully did Thin client Project of 200 Ncomputing Device.
- Configuration of Outlook and Lotus notes.
- Solve all the types of Servers, Desktops, Printers and Network calls.
- Asset Management for all Server, Desktop, Laptop, Printer Etc in company online web portal.

- Worked in TRENT Limited and TATA Consultancy Services Ltd for 3.5 years as a Techno Functional role in Retail Domain.

- Have been involved in Trent Limited, which is a retail operation company that owns and manages a number of retails chains in India.

- 3.6 years of Industry experience in Implementation, Manual Testing and Production support in POS application in Linux Platform.

- Implementation, manual testing and Production Support include the application and database based testing, rollout and their maintenance.

- Extensive client interaction in Functional specifications, Functional and technical analysis.

- Worked at client site and on a production data for 3.6 yrs.

- Responsible for Documentation of different SOPs (Standard Operating Process).

- Good outlook towards root cause analysis, problem solving and trouble shooting skills.

- Experience of giving Application training to the junior team members.

Personal Details

Name: Abrarulhaque Shaikh

DOB: 08-Nov-1989

Marital: Married

Hobby: Reading

Nationality: Indian

Date:

Place: Signature: