Mohsin N. Shaikh
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Microsoft
C E R T I F I E D
Systems Administrator

Summary:

7 years of experience in IT Operations with ranging from Windows Server Administration, AD Migration, Messaging, Desktop Support, Application Support & CCTV Surveillance.

Having knowledge of ADS, AD, Exchange & Lync Migration Support, Virtualization & Citrix Terminal Servers. Good knowledge of HP Service Manager and E-Business ticketing tool.
Results-oriented professional, recognized for taking on major initiatives and resolving mission-critical issues to ensure bottom-line success.

Objective:

Looking for Server Administration/ IT Engineer position that will capitalize and enhance my Technical skills, experience, and training; Desire a position with career growth potential.

Academics:

➢ B.Com Graduate from Shivaji University, (Maharashtra)

Certification:

➢ Microsoft Certified System Administrator (**MCSA**).

➢ Diploma in Information Technology (**DIT**) from C-DAC Pune, Maharashtra.

➢ Diploma in Hardware Networking from ICIT Belgaum, Karnataka.

➢ Tally 7.2 from Media Computers Belgaum, Karnataka.

Technical Skills:

➢ Microsoft – Win 2012, 2008, 2003, AD, DHCP, and DNS.
➢ AD Migration Support using Quest Migration Manager.
➢ Exchange & Lync Migration Support.
➢ VMWARE – Workstation Client & Oracle Virtual Box.
➢ Citrix XenApp.
➢ Linux Redhat 5.0 & Fedora 16.0
➢ IBM/HP/Dell Servers, Desktops & Laptops.
➢ MS Office, Outlook, Thunderbird, Tally.
➢ Norton, MacAfee, Net Protector, Quick Heal, Eset Nod, Bit Defender, Avast.

Career Chronology:

Organization: DieboldNixdorf Systems Pvt. Ltd.
Joining Date: Feb2015 - Till Date.
Designation: Senior Analyst.

Responsibilities as Senior Analyst.

- Intermediate skills with Windows Server 2008, and 2012 Group Policy, DNS.
- AD Migration Support using Quest Migration Manager Tool.
- Migrated 14000 User across the globe.
- Managing roles & features remotely for user's account & computer management in Windows Server 2012 R2, 2008 R2 for the AD, Exchange and connectivity environments.
- AD-related task in SCCM (Creating GRP & OU, Adding sys & users in GRP)
- Manage and Support on Application Deployment through SCCM environment for both internal and external customers.
- McAfee ePO installations, Configurations, Policy management on (McAfee Agent, Drive Encryption Agent, and Virus Scan Enterprise + AntiSpyWare Enterprise).
- Print Server related issues like assigning DNS Records, IP Address, and Hostname to proper Printer.
- Experience in troubleshooting virus/malware incidents on endpoints clients.
- Strong troubleshooting skills and ability to diagnose problems across multiple disciplines, and facilitate improvements based on root cause analysis support for 10,000+ computers in the corporate domain.
- Worked on Cisco VPN, Web Security and AppGate related issues for end users.
- Responsible for all escalations from Level I / Level II support for all desktops & server.
- Provide correct responses to requests for support by means of Reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development.
- Have taken the responsibility of deployment, raising change request & coordinating with the respective teams.
- Created training documentation regarding various platforms/applications such as Windows Administration, and HelpDesk Applications.
- Provide support out of office hours, during weekends and during major release work to development and customer to help them resolve issues faced.

Organization: Prosoft eSolutions India Pvt. Ltd
Joining Date: Jan 2014 to December 2014.
Designation: System Administrator / Technical Support Engineer

Responsibilities as System Administrator

- Complete configuration, installation and support of equipment in a Microsoft Windows environment. (**ADS, DNS, IIS, Proxy,** and **DHCP)**.
- Installation, configuration & testing of C5CDR Analyzer, C5SMS System on Server & Desktop machines for security departments i.e. NIA, CBI, CID, KA, WB SP Offices.

- Installation, configuration & testing MS SQL 2005, 2008, 2012 and C5CDR Analyzer, C5SMS System on Server and Desktop machines.
- Troubleshoot and resolve computer hardware & network related issues for end users by providing both on-site and remote support.
- Data Backups/ Restore of TVRS recording, SQL 05/ 08, 12 and C5CDR Software.
- Reviewing the security measures and safeguarding the information resources of the enterprise to maintain confidential and availability of data/application.
- Prime focus on information security, application controls, & system development.
- Vendor Management for procuring Software/Hardware equipment.
- Troubleshooting network printers such as HP/Canon/Samsung & Brother.
- Deploying Images to desktops/laptops using Symantec Norton Ghost.
- Implemented Wireless Router for Remote LAN/WAN Access.
- Configuring dial- up configuration software and remote connection methods (cable modem, VPN, IE).
- Develop preventive maintenance procedures to avoid system failures.
- System disaster recovery of servers by maintaining daily backups using Windows NT Backup using DLT.

Organization: Shaikh Group of Institutions
Joining Date: Jan 2012 to Jan 2014.
Designation: System Supervisor.

Responsibilities as System Supervisor.

- Maintaining computer lab a total of 250 computers MBA, BBA, BCA & B.Com students.
- Administration of audio & video CCTV surveillance system with NVR & Storage system using different types of cameras to premises and connecting cameras to the system.
- Conducting University computer lab practical exams for all students according to the syllabus with required software's installed.
- To ensure that the computer systems are kept working in an efficient manner.
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors to provide technical assistance and support.
- Handling day-to-day troubleshooting of desktops, laptops related issues on client side (Hardware, Software, Printers & Network) taking weekly data backup.
- Maintaining CMS Software. (Online Exams, Sending Requisitions).
- Quarterly Lab MIS & Progress Report Submission to managing trustee.

Personal Details:

Name:	Mohsin N. Shaikh
DOB:	24/04/1984
Marital Status:	Married
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