Afroz Raouf Shaikh

35 3rd Floor Bldg No,6 Evergreen SRA CHS LTD Gilbert Hill Road Andheri West Mumbai-400058. Mobile-**9870472746**

Email: - **afroz8688@gmail.com**

Desktop Support Engineer (L2)

4 Year of IT Experience

Objective: Seeking Opportunity in fast paced, stimulating organization

Hands On experience in the following areas

* Operating Systems

Windows XP, Windows 7, Windows 8, Windows 10.

* Hardware

HP, IBM, Lenovo, WYSE, Workstations.

* Printers

HP, CANON, EPSON.

* Windows Server

2008

PROFESSIONAL EXPERIENCE

**Solution Infinite Network LLP** **Since 17th January 2018 To till Now.**

(FMS & Field Engineer)

* As one of IT services firms, **Solution Infinite Network LLP** has support infrastructure.

**Solution Infinite Network LLP** provides complete solutions to large corporations across all sectors.

**Responsibilities**

* Handling locations Call of **Solution Infinite Network LLP** site at Mumbai Location.
  + Installed MS Outlook and configure with solving related mailing issue.
  + Solving Printer and Network, Scanner Related issue.
  + Configure Printer, Scanner installation.
  + Configure Data card for users’ Desktop and Laptop and solving related issue.
  + Installing and Configuring Tally Software.
  + Provide Remote Support to Users Through VNC Viewer, Any Desk, Remote Desktop & Team Viewer.
  + Migrated both Desktop and laptop for win XP to Win 7.
  + Upgraded both Desktop and laptop for win 7 to win 10.
  + Troubleshooting of OS Installation Errors.
  + Maintain Record of Users IT Assets Inventory.
* Managing Basic Active Directory Services Tool.
  + Troubleshooting all types Of Hardware and Software Issues in a Domain Environment.
  + Adding Computers in the Domain.
  + Installation Think Line Machines & Trouble shooting The Hardware Problems
  + Solving Network Related Issues.
  + Hands on experience on SEQRITE Console.

**R-infra Project**

R-infra IT Setup is configured with a complex enterprise storage, optimized network. The storage

includes HP SAN, IBM

**CMS IT SERVICES. Since 17th October To 16th January 2018.**

(FMS Engineer)

**DSM INFOCOM PVT LTD. Since 27th April ’2016 To 16th October 2016**.

(FMS Engineer - Junior Engineer)

**Responsibilities**

Handling locations for Reliance Energy Ltd. Site at Mumbai Location.

• Installed Lotus note 8.5, 9. And configure with solving related mailing issue.

• Solving Printer and Network, Scanner Related issue.

• Configure Printer, Scanner installation.

• Configure Data card for users’ Desktop and Laptop and solving related issue.

• Installing and Configuring SAP Software.

• Provide Remote Support to Users Through VNC Viewer, Remote Desktop & Team Viewer.

• Migrated both Desktop and laptop for win XP to Win 7.

• Upgraded both Desktop and laptop for win 7 to win 10.

• Maintain Record of Users IT Assets Inventory.

Managing Basic Active Directory Services Tool.

• Troubleshooting all types Of Hardware and Software Issues in a Domain Environment.

• Adding Computers in the Domain.

* Solving Network Related Issues.

**LIGHT HOUSE ANIMATION STUDIO Since Nov’ 2015**

(Supporting Engineer)

• Light House Animation Studio in Mumbai, its nature of business includes complete production of CGI (Computer Generated Imagery) products in the form of TV Serial, “JANBAAZ SINDBAD" & “JAMAI RAJA”.

• Light House Animation Studio Setup is configured with a enterprise storage, optimized network.

The storage includes HP SAN, Apple, software etc.

**Responsibilities**

• Assembling the Desktop

• Installing the Windows 7

• Installing the Software’s which is related with respective Department.

• Troubleshooting the Software Related Issues.

• Backing up of storages.

• Backup of OS Corrupt Hard Disk’s.

• Making Partitions.

• Create Users Group Administrator and Apply Permission.

• Ethernet Cabling.

**Education Background:**

• T.Y.B.A

• Diploma in Dot Net Programming From M.H SABOO SIDDIQ PLOYTECHNIC.

**Personal Details:**

DOB : 8the June 1988

Languages Spoken : English, Hindi, Urdu

AFROZ SHAIKH