

Shavez Moinuddin Rizvi

Objectives

My Aim is to build a Career in Information Technology & Security using my Skills thereby enhancing the Business and Business Relations of the Company I work for.

Customer Service Professional having an excellent track record of Customer Care excellence within high-volume environments that include Call Centers, Online Support & Customer Service Desks as well as Enterprise Customers and Government Organizations.

I am an Active Team Player, manager and a Self-starter, capable of working independently and motivating a Team of Professionals. Excellent Communication and Interpersonal skills. I am looking for a Career either into Operations or Training Domain in Information Technology Enabled Services.

Key Skills

IT Security Planning, Design & Implementation

★★★★★★★★★★★

IT Infrastructure Planning, Design & Implementation

★★★★★★★★★★★

Microsoft Lync & Skype for Business

★★★★★★★★★★★

Office 365 Implementation & Administration

★★★★★★★★★★★

Microsoft Windows & Office Applications

★★★★★★★★★★★

Experience

October 2014–Present

Freelance Trainer & Technical Consultant

Conducted SCCM Administration Training including Network Barriers and Troubleshooting related to SCCM and Servers at Pidilite Industries for multiple locations across Maharashtra & Gujarat.

Conducted Overview Training on SCCM Licensing and SCCM Implementation and Management including Networking Concepts for Greaves Cotton Ltd. Pune.

Conducted Trainings for USL Group for Microsoft Skype for Business at Mysore, Hyderabad and Bengaluru.

Conducted Trainings for Office 365 for ITM, Kharghar for MBA Students.

Conducted Trainings for Office 365 including SharePoint and Lync as well as Microsoft Azure and Networking Concepts for MIT, Jodhpur.



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Responsible for Planning and Conducting Trainings for Microsoft Office, Microsoft Visio, Microsoft Project and Microsoft Windows.

Responsible for Planning and Conducting Trainings for Microsoft Lync, Microsoft SharePoint, Microsoft Skype for Business and Microsoft Exchange including Networking Fundamentals and concepts

Responsible for planning and implementation of Software Distribution to new and existing systems.

Responsible for Managing Customer Support and helping them with the required corrective measures.

**November 2017- July 2018 (Project Based for 8 Months on Company Payroll)
*Technical Trainer – Global, BrennanIT Australia***

Conducting Trainings for Managed Services Team for Service Desk, L1, L2 and L3's.

Prepared the Onboarding plan for any new joiners at BrennanIT GSC and responsible for Imparting the trainings.

Responsible for overall development of employees technically and to keep them updated with the latest improvements and enhancements in the IT World.

Trained on Microsoft Windows Server, System Center, SharePoint, Office 365, Citrix, Networking Concepts for the NOC Team, etc.

Created and conducted overall Training Plans and Product Training Plans for Brennan IT Australia.

April 2012–September 2013

Microsoft Trainer & Technical Consultant

Computer World WLL. – Manama, Kingdom of Bahrain.

Worked for Infra & Apps Services Team as Microsoft Trainer & Technical Consultant for Microsoft, Networking and Symantec Products


Responsible for Project Management and Implementation of System Center Configuration Manager and Network Setup at Al Zayani Group.

Responsible for AMC of System Center Configuration Manager, Symantec Backup Exec as well as AD, Exchange, Lync Server and Windows Server Infrastructure at many prestigious companies and government organizations in Bahrain which include the following:

- ***Bahrain Olympic Committee***
- ***Bahrain International Circuit***
- ***E. K. Kanoo LLC***
- ***First Energy Bank***
- ***Yokogawa Bahrain***
- ***Al Zayani Group***
- ***Khaleeji Commercial Bank***
- ***Bahrain Airport Services***

Responsible for Management and Planning of Internal IT Infrastructure at Computer World WLL which includes the following technologies:

- ***Windows Server***
- ***Group Policy Management***
- ***Microsoft SharePoint***
- ***Active Directory & Exchange***
- ***Microsoft System Center Suite***
- ***Symantec Backup Exec 2010***



Responsible for conducting Software Assessment Management Analysis for major clients of Microsoft at Computer World. Name include Al Ayam Publishing, GPIC, Zain Telecom, Khaleeji Commercial Bank, First Energy Bank, etc.

Responsible for Designing, Planning and Implementing Security System Solutions at many Government and Private Organization. Handled a team of consultants to get the Project completed.

Responsible for designing Training Documentation for MS Office, Office 365, MS SharePoint, MS Visio and MS Project for courses to be conducted across various Ministries of Bahrain as well as major Corporate houses of Bahrain.

Conducted Trainings for various Ministries of Government of Bahrain for Microsoft Office and Windows as per ICDL Course and Microsoft Curriculum. The course included MS Word, MS Excel, MS PowerPoint, MS One Note and MS Access for Beginner course and MS Visio as well as MS Project along with the rest of Office Applications for Advanced Course. Have successfully completed over 250 Batches in a span of 18 months with an average of 20 students per batch.

Conducted Trainings for Forefront TMG and Bit Locker for Bahrain Olympic Committee.

Conducted Trainings for Microsoft SharePoint for Ministry of Education and Bahrain International Circuit Employees including the CEO.

Conducted Trainings for Office 365 and Microsoft Lync for Ministry of Education (Kingdom of Bahrain) for all their teachers and staff, Bahrain International Circuit, Al Zayani Group, First Energy Bank, etc. for the corporate executives on how to use Office 365 and SharePoint.

Conducted trainings for Microsoft Project for Yokogawa Bahrain for their senior level executives making them aware on using Microsoft Project.


Conducted Trainings for Microsoft Multipoint Server and Lync for all the Teachers of Schools for Ministry of Education.

Responsible for Project Management and Implementation of Microsoft SharePoint at Al Zayani Group

Responsible for maintaining the Symantec Backup Exec including setting up the software as well as setting up Backup Schedules and Monitoring along with Tape Management and Troubleshooting.

Environments:

Windows XP, 7, 8 & 10. Microsoft Office 2007 through 2013. Microsoft Visio & Project. Office 365, Microsoft Exchange 2007, 2010 and 2012. Social Connectors, Windows Server 2003, 2008, 2008R2 & 2012, Microsoft SharePoint 2010, Windows Multipoint Server 2011, Windows Active Directory, Microsoft System Center Configuration Manager (SCCM), Windows Server Update Services (WSUS), Microsoft Assessment & Planning (MAP) Toolkit, Symantec Enterprise Vault, Symantec Backup Exec and Management of the SAP B1 Environment.



January 2011 – March 2012

Technical Consultant & Microsoft Trainer

WIPRO LTD. – Belapur, Navi Mumbai

Working for Microsoft Office Support for US and EMEA.

Working with Wipro Ltd. as Technical Consultant and Trainer from January 2011. Working with Microsoft Office Professional Support Team to conduct trainings on Microsoft Office for New hires.

Responsible for monitoring the Office Queue and deliver Triages for the Team

Working with Office 2003, 2007 and 2010.

Environments:

Windows XP, Vista and 7, Microsoft Office 2003 through 2010, Microsoft Exchange 2003 through 2010, Social Connectors, Microsoft Support Tools, Windows Server 2003, 2008 and 2008 R2.

September 2009 – November 2010

Senior Support Engineer – Egnyte Support

XORANT SOLUTIONS LTD. – Powai, Mumbai

Worked for Egnyte Inc., one of the leading Cloud Computing Solutions globally.

Handling Support calls for the Egnyte product which included Installation, Maintenance, Troubleshooting and repair of Egnyte's Cloud Computing product.

Working on Windows, Mac, Linux, NAS based systems and handled the Egnyte support across all Operating Systems and Network based Operations.

Responsible for Follow Ups, Trainings for new hires and Escalations.

Responsible for Interviews for new hires and mentoring the Egnyte team.

Managing Client interactions and weekly Conference calls for updates regarding the product and discussing the Top Issues as well as Productivity.

Environments:

Windows XP, Vista and 7, Microsoft Office 2000 through 2007, Macintosh OSx10.2 through 10.6, Linux (Installations and maintenance only), Ubuntu, NAS based systems, Putty, etc.



December 2007 – September 2009

***Microsoft Trainer & Technical Consultant
Wipro Ltd. – Navi Mumbai & New Delhi***

Worked for two projects during my tenure at Wipro across two different Wipro Locations in India. All the three processes were technical and helped me enhance my knowledge with every passing day.

With Microsoft Office IW (Navi Mumbai)

Helping the team agents with their technical issues and handling escalations.

Managing client interactions and monitoring agent calls for technical skills evaluation.

Conducted trainings for Microsoft Office Products along with handling periodic refresher trainings for On-Floor agents for more than 1 year.

With HP Tech (Delhi)

Assisting the customers with Installation, Networking and troubleshooting of HP Printers.

Helping the customers with purchase of new HP Products.

Handling Escalation calls, Manager Recoveries as well as Product specific trainings for HP.

Environments:

Windows XP, Vista and Testing 7, Microsoft Office 2000 through 2007, Avaya CMS, Nice Evaluator.

September 2005 – February 2007

***Senior Technical Support Executive - Microsoft Office IW
Wipro Ltd. – Navi Mumbai***

Worked with Support for Microsoft US, Canada and UK

Helping the customer with his problems with Microsoft Office.

Installation and troubleshooting of Microsoft Office.

Mentoring the team of 12 agents with their technical issues.

Managing and handling the call volume on weekends.

Preparing weekly reports of agent's technical performance.

Handling client interactions and giving feedbacks to the team agents.

Handling Escalation cases.

Environments:

MS Windows, MS Office

Professional Certifications

- ITIL Foundation V3 (Germany)
- Microsoft Certified Professional
- Microsoft Certified Software Engineer
- Microsoft Certified Trainer
- Microsoft Certified Pre-Sales Consultant
- Microsoft Certified EA Cycle Expert

Education

LUCKNOW UNIVERSITY – Lucknow **2006-2009**
Bachelors in Computer Applications

- Passed in First Class with Honors

N. N. PALIWALA JUNIOR COLLEGE – Panvel **2003-2005**
Higher Secondary Certificate Examination (10+2)

- Passed in H.S.C. (Science) in Second Class

BARNS HIGH SCHOOL & JUNIOR COLLEGE – Panvel **1999-2000**
Secondary School Certificate Examination (SSC)

- Passed in First Class.
- Topped the City in Marathi Language.

Personal Details

Date of Birth: 2nd June 1985
Marital Status: Married
Total IT Experience: 15+ Years
Passport No: Z-2179642
Place of Issue: Kingdom of Bahrain
Date of Expiry: 11/09/2022

References

Available upon Request

Best Regards


Shavez Rizvi