



Faizal Habibullah Shaikh

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OBJECTIVE

To work with an organization which provide ample opportunity to enhance my all creative thoughts and utilize my full strength.

ACADEMY PROFILE

EXAM	BOARD OF UNIVERSITY	YEAR OF PASSING	%OF MARKS
B.sc (computer .science)	Mumbai University	March -2011	59
H.S.C.	Maharashtra state board	Feb- 2008	57
S.S.C	Maharashtra state board	March-2006	53
Diploma in Hardware and Networking, CCNA,MCSA 2012	Cms institute	November 2012	A

ADDITIONAL PROFESSIONAL QUALIFICATION

- MCSA Certified.
- Trained in CCNA.
- DCH Certified.
- Trained in SCCM 2012.
- Familiarity with MAC OS

Technical Skills

- Cisco Certified Network Associate (CCNA) A+,N+, MCSA.
- Basic knowledge of programming Vb.net, Html etc
- Installation and Configuration of Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, SAN Storage, Commvault Backup.
- Worked on HP DL 380 Server, IBM Server system HS22, HS21, X3650 M3, Huawei Tecal RH2288 V2 Server, Huawei S200T San Storage and Tanberg Tape Library.
- Worked on Routers like Cisco, Linksys, Belkin, Netgear and Switches like Cisco, Brocade, Netgear and DLINK.

EXPERIENCE

Company name : **Stock Holding Corporation of India Ltd. (A Govt. of India Undertaking)**

Designation : **IT Executive.**

Duration : Feb 2015 – Till date.

Job Location : Ghansoli, Navi Mumbai.

Job Description :

- Held the post of IT Executive wherein my responsibilities are as follows :-
- Support the business functions, data center, offices and IT services, networking, Outlook, Lotus Notes and application requirements.
- Daily Monitoring and reporting (Troubleshooting) issues of 130 Servers, SAN and Catalyst Switches, Routers, Tape Library in Data Center.
- Handling HP DL 380 Server, IBM Server system HS22, HS21, X3650 M3, Huawei Tecal RH2288 V2 Server, Huawei S200T San Storage and Tanberg Tape Library.
- Handling Routers like Cisco, Linksys, Belkin, Netgear and Switches like Cisco, Brocade, Netgear and DLINK.
- Managing hardware, software and network support for 2500 computers and 400 Network Printers Pan India 180 Branches.
- Creation and deletion of users and assigning rights and permission in Active Directory.
- Handling a team of 3 Member with proper distribution of jobs.
- Configure and deploy windows servers with proper network connectivity as required.
- Sets up, configures, and supports for servers, network, backup and storage related Issues.
- Worked with Application Owners to determine their server requirements and assist with migration from Windows 2003 to Windows 2008 & 2012.
- Assist with Business Continuity and Disaster Recovery services.
- Determine the cause of server and network malfunctions involving both hardware and operating system or application and resolve as needed to restore system functionality.
- Managing Simparna Commvault software for backup of data and performing Daily Backup as per schedule.
- Maintaining the IT Hardware and Network Inventory of Pan India Branches.
- Maintaining the Server Inventory with OS and database.
- Maintaining the documents of each and every asset purchased with vendor escalation matrix and OEM license and distribution agreement.
- Coordinate with hardware and network service vendors and outside consultants when equipment requires servicing; place service calls, maintain service history logs, ensure that parts are ordered and installed, and ensure that the problem is solved.

Company name : **Royal Tulip Hotel.**

Designation : **IT Assistant.**

Duration : April 2014 – Feb 2015.

Job Location : Kharghar, Navi Mumbai.

Job Description :

- Royal Tulip Hotel (Louvre Group) is a 5* Hotel with 97 rooms, 3 Restaurant, 4 Banquet Halls and 1 Video Conference room.
- Held the post of IT-Assistant wherein my responsibilities are as follows :-
- One point of contact for all the IT related issues.
- Manages the entire IT Infrastructure of the hotel which includes Local Area Networks (LANs) and Wide Area Networks (WANs), wireless network for hotel guests and employees, hardware, software, and security systems.
- Trains manager and staff on use of hotel application (IDS FORTUNE NEXT V2, OPERA, MICROS) and troubleshoot issues regarding application.
- Assist with end user system updates and monitoring. Including: Patch management, virus checking, ensuring backup of data files, etc.
- Troubleshoot desktop, network, printer (Kot), POS (point of sale) related issue.
- Administered/provided troubleshooting for MS Outlook.
- SV8300 EPABX System (create new extension for department, MDF exchange, RJ11 crimping etc).
- Quick heal EPS Console 5.0 installation and making a policy.
- DT Lite Software for making the Guest Door Key.
- HikVision 9116HVI-SN 16 Ch DVR with H.264.
- Basic knowledge of Honeywell fire alarm system and their application.
- PMS Interface 2.0 Link, Telephone Post Link and IDS-PMS Prologic Pronto PSC Internet Interface.
- Creation and deletion of users and assigning rights and permission in Active Directory.

Company name : Techxer It Solution.

Designation : Desktop Support Engineer.

Duration : February 2013 – February 2014.

Job Location : Nerul, Mumbai.

Job Description :

- Held the designation of a Desktop support Technician, wherein my responsibilities is to give technical assistance to all the users if they face any kind of technical issue regarding computer hardware, network and software.
- Crimping of Cat 5 e and Cat 6 network cables were necessary.
- Responsible for troubleshooting of computers workstations, servers, printers and peripherals
- Perform troubleshooting analysis of the Modems and Routers.
- Reporting faults and maintaining logs on servers, desktops, network devices and laptops
- Creating purchase requisitions for IT hardware/software and network deices.
- Ensuring all software purchased licensing is recorded and maintained
- Administered/provided troubleshooting for MS Outlook.
- Vendor management for technical support.
- Overseeing security of all systems, especially the internet, and installing antivirus protection

Company name : **Sterling Infosystem India Pvt Ltd.**

Designation : **Associate.**

Duration : March 2012 – January 2013

Job Location : Thane, Mumbai.

Job Description

- Looking after network connectivity and troubleshooting issues.
- Users-MAC binding to block the Internet access on Wi-Fi .
- Hard disc cloning using Acronis.
- Interacted with users in to support software and hardware transitions.
- Responsible for handling the issues from the users.
- Provide support to remote users.
- Install and upgrade hardware and software components.
- Configuring MS-Outlook client side.
- Analyzing the root cause of the problem and providing work around to the user
Preparing the daily incident report for improvement of Quality of Services

Company name : **Tracmail India Pvt Ltd. (Contract)**

Designation : **Technical support executive.**

Duration : Dec 2011 – March 2012.

Job Location : Vashi, Navi Mumbai.

Job Description :-

- Held the designation of a Technical support executive, wherein my responsibilities was to respond requests for technical assistance in person via Phone, Chat & Email take the chat's and email's and solve the query of the customer.
- Diagnose and resolve technical hardware and software issues.
- Follow standard company procedure and resolve the issue within appropriate given time.
- Identify and escalate issue requiring urgent attention.
- Inform management about recurring problem and prepare daily activity report.

- **Mc Donald Restaurant India Pvt Ltd (Part Time)**
Trainee Squad

Aug 2008 – Sep 2010

STRENGTH

- Hardworking – Can work for additional hours to accomplish my tasks.
- Commitment Oriented – Always enjoy the trust and confidence of my co-worker – Helps me to Perform my duties smoothly.
- Adaptable – Can handle any type of people and situation.

PERSONAL DETAILS

Date of Birth : 9th JUNE 1990
Age : 25 Years
Gender : Male
Marital Status : Single
Nationality : Indian
Passport no : K1928030
Place Of Issue : Thane, Mumbai.
Religion : Muslim
Mother Tongue : Tamil
Languages known : English, Hindi, Tamil & Marathi
Hobbies : Interacting with people & listening to music

DECLARATION

I hereby declare that the information furnished above is correct and true to the best of my knowledge and belief.

DATE:

PLACE:

(SHAIKH FAIZAL HABIBULLAH)