Ayajali Shaikh

ASSOCIATE SUPPORT ENGINEER - Microsoft 365 Exchange Online

+91 9503409843 | ayazcs143@gmail.com

Career Objective

- Looking for a challenging role in a reputable organization to utilize my technical, skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector

- A result oriented, analytical, and self-driven professional with 4+ years of working experience.

- Worked collaboratively with customers and internal team to define technical problems, determine solutions and implement a solution.

WORK EXPERIENCE

Associate support Engineer (Microsoft 365)

Concentrix India Pvt Ltd, Pune

Jan 2021 – Present. (In continue 16 months)

Job Role:

- Working as L1 and helping customers and internal co-workers in resolving cases and handling client's escalation if needed L2's and L3's intervention. Provided excellent customer service by walking the member through the step-by-step advanced technical troubleshooting procedure regarding office 365 admin portal, exchange online, security and compliance, azure active directory admin portal, cloud identity management.

- Resolved issue on account compromised situations with exceptional timeframe and provided customer education.

- Advanced troubleshooting on Outlook.

- Provided excellent customer service by advanced technical troubleshooting procedures regarding mail flow, migration, retention policies, outlook, data recovery, exchange hybrid, identity cloud.

- DNS records management like A, MX, SPF, DKIM, DMARC, TXT, etc.

- Helped customers on windows server 2012, 2016 ADDS installation and promoting to DC.

- Office 365 installation and activation. Providing the most technical advanced support for Microsoft 365 products and services including Exchange Online, EOP, ATP, Mail flow, Azure Active Directory.

- Follow appropriate define SLA to resolve technical issues including making follow up outbound calls to customers or other parties as needed, with 100% customer satisfaction.

- Collaborate with support technician regarding support boundaries and scope of support.

Sr Executive Trainer (VIVO)

Hisoa Electronics Pvt Ltd.

July 2019 to Aug 2020. (14 months).

Job Role:

- Classroom Trainings, NPL Trainings, OJT Trainings.

- TNI Trainings, Market Analysis, Brand Survey, VBA Evaluation.

- Good exposure in Active Directory knowledge. Creating user accounts, reset passwords etc.

- Giving remote support through remote desktop tool and team Viewer, Screen Connect.

- User group policies creation & modification, File/Folder sharing in the network.

- Monitoring the antivirus status & Regular Update and Update all latest patch services.

- Aware about N- Central monitoring and alert Tool

- Worked on Migration On premises to Cloud Office 365 (Using Proviz app)

- Worked on Bit locker Encryption project.

- Support to VBAs with Technical problems and give them solutions.

- Check product knowledge and demonstration skills with competition brand.

- VBA Analysis for Technical skills, sales skills & Product skills.

- Daily route training and product training to improve the skills of VBA.

- Configuration of DHCP, DNS Server, Zones

OmSai Infotech Latur.

IT Support Executive.

Sept 2017 to July 2019. (22 months)

Job Role:

- Troubleshooting PC hardware & application software issues.
- Provide first line technical assistance related to computer systems, applications, services, software, and hardware.
- Handling other common issues with the computer like troubleshooting Software issues, Virus Removal, Windows Update, Slow Performance, Browser Issue etc.
- Troubleshoot technical problems with LAN, WAN, and internet issues.
- Troubleshooting and updating Win 10 with Drivers
- Installation & troubleshooting of OS like WIN XP, Win Server2008, Win 2007, Win 8, Win 10.
- Install & manage Local & Network Printer's.

Technical Skills

- Exchange online, Microsoft 365 Administration, Office 365, Outlook troubleshooting, azure active directory admin portal, Mail flow
- Operating System: Windows 7 Enterprise , Windows XP, Win 7, Win 8 & Win 10.
- Packages: MS- Office 2013, (Word, Excel, Power Point, Outlook).
- CCNA / MCSE courses completed from Keygroups Solution Hyderabad.
- Installing and managing computer software & Applications and It's Troubleshooting.

Soft Skills

- Positive attitude and effective communication skill.
- A result oriented, analytical, and self-driven professional with 4+ years of working experience.

- Worked collaboratively with customers and internal team to define technical problems, determine solutions and implement a solution.

- Flexible and versatile to adapt to any new environment and technology. Excellent in verbal and written communication skills.

- My strengths are planning, managing, analysing and implementing, a good team player, positive about life, willing to learn every detail of each aspect.

- Hardworking, punctual and enthusiastic, adjusts well with a team, motivated to lead problem solving abilities, willingness to learn.

Educational details:

School/College	Board/University	Percentage	Year of Passing
B. Sc (C.S.)	SRTM University, Nanded	66%	2015
D. Ed	Bangalore	84%	2011
HSC	Latur Board	68.30%	2007
SSC	Latur Board	68.28%	2005

PERSONAL

- Nationality: Indian

- Gender: Male

- Marital Status: Married.

- Hobbies: Surfing Internet, Making Friends, Social Service of Humanity.

- Date of Birth: 2/04/1990

- Passport: T3286674.

- Languages known: English, Hindi, Marathi.

- Address: SR No 497/1A/1 near Sarita apartment, Bagwan nivas, Gulistan nagar, Kasarwadi 411034.

DECLARATION

I hereby declare that all the above mentioned information is true and accurate to the best of my knowledge.