**RESUME**

**Sameer K Shaikh**

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**Objective:**

Wish to work in an organization and utilize my skills to enhance my horizons as well as contribute to my organization to the best of my potential.

**Profile:**

* An ambitious professionalwith **experience in diverse areas encompassing Technical Training, IT Infrastructure Support & Management, Consultancy, Network Management Functions & Security, Hardware & Software Troubleshooting and Technical Support.**
* Proficient in **installation and configuration of IT Networks, maintenance, troubleshooting and network user management** with experience in installation, up gradation, configuration, and support of LAN, WAN, hardware, routers, servers, peripherals and other network devices.
* Adept at **mapping client’s requirements, custom designing solutions & Troubleshooting for complex Software/ Networking related problems**.
* **Focused and hardworking professional** equipped with thorough knowledge and technical understanding coupled with an analytic bent of mind and confident to take challenging assignments.

**Certification(s):**

Cisco Certified Network Associate – Routing and Switching (Cisco Id: CSCO13182825) [26th May 2017]

**Experience:**

**JOB PROFILE:**

**Company Name:** Infosys BPM Ltd. (From 13th November 2017 till Present)

**Designation:** Technical Process Specialist

**Job Description: -** Process – Telstra

* Incident management, SLA management, ITIL, Escalation handling, follow ups, target meeting. Telecommunications
* L1 & L2 trouble shooting, Tech Support, in bound and out bond calls, Voice process
* Working on Technologies – ADSL, PSTN, Broadband, Narrowband, Net cool alarm monitoring, Ticket creation.
* Alarm monitoring of devices: RIM, RCM, DCS-20, ASAM, DSLAM, ISAM, AM31 & 35, GPON, G6, UMUX

**Company Name:** Zebion InfoTech Pvt. Ltd. (From 8th May 2017 till 11th November 2017)

**Designation:** Project Manager

**Job Description: -** Handling projects of CCTV, Bio-metric systems, Access Control systems all over

network and assigning them to our system integrators. Installation and troubling- shooting of IT peripherals. BOQ also done.

* Networking for IP cameras (All Types), online monitoring through CMS softwares, Technical Support on calls and on-site support.
* Handling a team and assisting them for online support and providing level 2/3 support.
* Configuring (Commercial) Routers and Switches wherever and whenever required on basic level.

**Company Name:** Systems Tek India Pvt. Ltd.(From 23rd February 2014 till 27thApril 2017)

**Designation:** Engineer Projects cum Service Engineer.

**Job Description:**  - Networking with basic level commands

* Access Control Systems. (Honeywell)
* Fire Alarm Control System (FAS). (Honeywell)
* PA Systems.
* CCTV Systems. (Honeywell, Siemens, Ziocom)
* Intrusion Alarm Systems. (DCS)
* IBMS (Integrated Building Management System) (Honeywell)
* IP cameras (Honeywell, Hikvision, CP Plus)

**Technical Skills:**

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| --- | --- |
| **Networking** | CCNA L1 trouble shooting, TCP/IP, RIPv1, RIPv2, EIGRP, OSPF, BGP, MPLS, HDLC, NAT, VLAN, STP, VTP, DHCP. – Opting for CCNP |
| **Cisco** | 1600, 1700, 1800, 2500, 2600, 2800, 2900, 120, A920, 1847 series routers, Cisco 2900 Catalyst Series Switches. |
| **Others**  **Softwares Used :** | All Personal Computer Hardware, Cisco IOS, Windows XP, Vista, MS Office, Windows 7, Windows Vista, Windows 8 other peripheral softwares.  WIN-PAK for Access control system, MATLAB, TINA PRO, CAD STAR (PCB DESIGN), EXPRESS PCB, Hyper Terminal. Auto Cad |

**Educational Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QUALIFICATION** | **COURSE NAME** | **UNIVERSITY/**  **INSTITUTE** | **DURATION**  **(YEARS)** | **RESULT**  **(%)** |
| Graduation | Bachelor of Technology in Electronics & Communication Engineering From Turbo Machinery College, Hyderabad | Jawaharlal Nehru Technological University, Hyderabad. | 2011-2014 | 75.37 |
| Diploma | Diploma in Electronics Production & Maintenance | DOEACC CENTRE, AURANGABAD. | 2008-2011 | 74.38 |
| Tenth | SSC | Maharashtra State Board of Secondary & Higher Secondary Education, Pune. | 2007-2008 | 80.76 |

**Implant Training:**

Undergone implant training and field work of 5 weeks at MICROTECH ENGINEERS, Aurangabad.

Computer Installation (Hardware & Software) -Hardware & Networking fault management at Sites.

**B – Tech Project:**

Done at Regional Telecom Training Centre, BSNL, and Hyderabad.

**Major Project:**  Tracing & Analysis of 3G UMTS Data Call Failure in PS Core Network.

**Base:**  -Electronics & Communications

**Brief:**  -Tracing & analyzing at live SGSN (Serving GPRS Support Node).

-Monitoring faults at SGSN using Element Management System Software- Net Numen Software.

-Keeping track of customers in White List, Brown List & Black List.

-The tracing of any device is activated since he switches on his device.

**Conclusion:**  It helped to gain better perspective on various aspects related to practical knowledge of electronic equipment’s and communication.

**Diploma Project:**

**Major Project:**  Automatic Porch Light Cum Door phone with Video Cam.

**Base:**  -Analog & digital Components.

-CAD STAR PCB Design Software.

-PCB Fabrication.

**Conclusion:**  Secured and well-designed system exclusive for home security.

**Languages:**

English, Hindi, Marathi, Urdu, German (A1), Arabic (reading)

**Interests/Hobbies:**

Surfing internet, communicating with new people, Listening Music, Playing Guitar

**Place: Pune**

**Date: 21/03/2019 (Sameer K Shaikh)**