Shanti Nagar, Mira Road, Thane,

Maharashtra, 401107, India

+971582168304

bilalahmed922@gmail.com

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# SKILLS

Results-driven Senior Technical Support Executive with over 12 years of experience resolving complex technical issues. Proven track record in managing Windows and Linux systems, configuring user systems, and optimizing IT assets. Committed to delivering exceptional customer support and ensuring seamless operations.

# EXPERIENCE

## Mid-Day Infomedia Pvt Ltd, Mumbai, India *—* Senior Executive-IT

August 2012 - PRESENT

* Diagnosed and resolved hardware, software, and network issues for end-users, achieving a 90%+ satisfaction rate on ticket resolutions.
* Provided remote and on-site support for Windows, operating systems, including troubleshooting and software installation.
* Conducted system upgrades, routine maintenance, and performed data backups, minimizing downtime for critical applications.
* Assisted in setup and configuration of desktops, laptops, and mobile devices, ensuring adherence to company IT standards
* Supported Active Directory and Microsoft 365 environments, handling user account creation, password resets, and permissions management.
* Monitored system performance and identified potential issues, proactively addressing them to maintain optimal performance.
* Created and maintained detailed technical documentation, including FAQs and step-by-step troubleshooting guides for team reference
* Addressed network and internet-related issues promptly to ensure seamless operations
* Successfully reduced average ticket resolution time by 30% through streamlined processes and optimized troubleshooting techniques.
* Recognized by management for exceptional customer service and consistent performance in high-pressure situations.
* Played a key role in migrating 200+ employees to a new software platform, providing hands-on training and support during the transition.

# COURSES

**MICROSOFT AZURE CERTIFICATIONS**

* Microsoft Certified: Azure Administrator Associate
* Successfully completed the certification demonstrating proficiency in Azure administration and management
* Credential ID: F4FC08CCE8871576
* Certification number: 43D341-D8AE2B
* Earned on: November 15, 2023
* Expires on: November 16, 2025
* Certificate Link: <https://learn.microsoft.com/en-us/users/shaikhbilalahmedabdullah-1203/credentials/f4fc08cce8871576>

**MCSE Training, RST Forum**

* In-depth training covering Microsoft Certified: Server Infrastructure (MCSE)

**Java Programming, SQL Star International Limited Institute**

* Comprehensive coursework encompassing Java programming principles and SQL database management

# EDUCATION

## Akber Peerbhoy College, Mumbai, India, *— BSc - Computer Science*

## Maharashtra College, Mumbai, India, *— HSc - Science*

**Personnel Details**

Date of Birth: 1-July-1987

Nationality: Indian

**LANGUAGES:** English, Hindi and Urdu

**Hobbies:** Traveling - Passionate about exploring new places