



Bilal Ahmad Shaikh

Senior Technical Support Executive - IT

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.

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📍 Dubai



SKILLS

IT Support

System Administration

Azure Administration

Technical Documentation

Process Optimization and Training



LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Urdu
Full Professional Proficiency



INTERESTS

Enthusiastic traveler with a passion for discovering diverse cultures and destinations

Enjoys exploring offbeat locations



WORK EXPERIENCE

Senior Technical Support Executive - IT Mid-Day Infomedia Pvt Ltd

08/2012 - Present

Mumbai, India

Achievements/Tasks

- 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
- Played a key role in migrating 200+ employees to a new software platform, providing hands-on training and support during the transition
- 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



CERTIFICATES

MICROSOFT AZURE CERTIFICATIONS (11/2023 - 11/2025)

Demonstrated expertise in managing and administering Azure environments, showcasing advanced skills in cloud operations and governance.

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

BSc - Computer Science Akber Peerbhoy College

Mumbai, India

HSc - Science Maharashtra College

Mumbai, India