



## SHABIB USSANAR

### Information



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## EDUCATION

2011 – 2014

### SIES COLLEGE OF ARTS AND SCIENCE

Master of Science in Information Technology

2008 – 2011

### MODEL COLLEGE

BSc Computer Science (BSc CS)

2006 – 2008

### MODEL COLLEGE

Higher Secondary School (Mumbai University)

2005 – 2006

### CMS ENGLISH SCHOOL

Secondary School Certificate (Maharashtra Board)



## EXPERIENCE

01/2021 – 07/2021

### CONCENTRIX (CONVERGYS INDIA SERVICES PRIVATE LTD)

#### Sr. Advisor 1, Technical Support

- Managing Exchange 2010/2013/2016 in a large, on-premise, clustered enterprise environment
- Managing Mailbox databases/ Backups/ Repair/ Recovery
- Inbound\Outbound mail flow troubleshooting on all the version of the Exchange server
- Manage Exchange Online users, manage recipients - create, modify, delete, shared mailbox, recover deleted email
- Performing crash and performance analysis - implementing upgrades and improvements on the environment
- Setup and Manage Information Rights Management in Exchange Online
- Supporting Exchange infrastructure for Microsoft Professional Customers for US, UK & Asia Pacific region
- Working closely with the managed service provider and senior IT staff, facilitate collaborative work teams to resolve any infrastructure issues related to the email and messaging platforms (Network Services, Security, Server Admins, Backup and Storage team and other applications teams)

07/2020 – 01/2021

## WHITEHAT JR

### L2 Concierge Executive Operations

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- Provide technical assistance with computer/mobile hardware and role-specific software (Telephony/CRM)
- Resolve issues for staff via google meet/phone
- Log new accounts creation, bugs, and enhancement requests
- Perform hardware and software installations, configurations, and updates as needed
- Create and maintain SoPs for any new features/updates and drive usage
- Provide introductory online & classroom training for new joiners
- Resolve technical issues in a timely manner using available resources within the company as well as service partners

12/2018 – 02/2020

## DIEBOLD NIXDORF

### Junior IT Analyst

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- Handling incoming incidents via the phone, e-mail, and IM promptly and effectively
- Troubleshooting issues related to Windows OS, Microsoft Office Applications, Wired and Wireless Network, VPN, and Printers.
- Using HPSM ticketing system to log, track, manage Incidents and Service Requests.
- Basic Administration of active directory, exchange server, and SAP accounts.
- Administered and supported remote access (Cisco Any Connect VPN, AppGate)
- Administered and supported RSA Secure ID access issues.
- Resetting Citrix profile and logging off Citrix sessions using Citrix Director.
- Take ownership of a call and seeing it through to closure
- Escalating unresolved incidents to the relevant support team

09/2017 – 12/2018

## SUTHERLAND GLOBAL SERVICES

### Technical Support Analyst

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- Worked for a client project called Symantec (The company develops software for security, storage, backup, and availability and offers professional services to support its software).
- Knowledge of multiple operating systems and applicable system administration skills (Windows, Android, Mac).
- Provided Norton Anti software IT support to customers
- Administered and supported remote access (RDP)

- Configured and maintained all the domain users and their correspondent systems with all necessary software and accesses.
- Provided overall Norton product support for all the customer on Technical Aspects.

12/2016 – 07/2017

## **MOHAMMED JUMA SULTAN CO LLC**

### **Software Implementation Engineer**

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- Prepared and presented technical proposals for clients like DNO and MOM (Ministry Of Manpower)
- Sells products by establishing contact and developing relationships with prospects and recommending proper IT solutions.
- Carry out cold-calling in order to create interest in products and services, generate new business leads and arrange meetings.
- Identify and develop new business through networking and follow-up courtesy calls.
- Prepare and deliver presentations and demonstrations of software to customers.

06/2015 – 10/2016

## **SMARTE INC**

### **IT Research Analyst**

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- Perform research and gather data to help the company market its data mining services.
- Evaluate data using statistical techniques and software
- Collaborated with the global team to resolve IT support cases.
- Resolved customer complaints and concerns with strong verbal and negotiation skills
- Design and implement customer satisfaction metrics using PDM server tool and Progini
- Maintained daily records of all implementation for customer satisfaction metrics.



## SKILLS

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- Strong knowledge and in-depth understanding of Active Directory
- Knowledge of Windows Server (2003/2008/2012)
- Demonstrate working knowledge of basic service delivery best practices and principles
- Ability to demonstrate a proactive approach to problem resolution, strong troubleshooting, and problem-solving skills
- Ability to focus on ticketing system for sustained periods
- Strong knowledge of Email client like Microsoft Outlook and OWA
- Ability to multi-task to address multiple and often conflicting priorities in a fast-paced environment
- Proven knowledge of O365, Microsoft Exchange, and Active Directory
- Knowledge of Powershell and scripting to run and understand scripts to modify and add for message tracking and other administrative functions
- Strong knowledge in providing the best customer service

## DECLARATION

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I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.