



SARVAR SHAIKH

IT MANAGEMENT



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My name is Sarvar Shaikh, an experienced Information Technology Manager with 16 years of expertise in leading IT projects, optimizing infrastructure, and ensuring seamless operations. I specialize in strategic planning and team leadership, focusing on innovative technologies to boost efficiency and support organizational growth. My goal is to continuously improve infrastructure, enhance user experience, and support the organization's long-term success through innovative and reliable IT practices.

WORK EXPERIENCE

- IT MANAGER**

2021 - Present

Scientimed Solution Pvt Ltd.

As an IT Manager, I ensure seamless IT infrastructure, overseeing LAN/internet services, firewall, antivirus, Server 2008 management, and Google Workspace email services. I manage NAS for storage, assist with user support, handle asset and vendor management, and maintain security through CCTV and door access systems. Additionally, I ensure license compliance, monitor performance, and support multimedia communication needs.

- SERVICES HEAD**

2019-2021

Alfa Technologies

At ALFA TECHNOLOGIES in Mumbai, I served as Services Head, overseeing comprehensive client IT support, including server and firewall management. I managed vendor relations, coordinated technical teams for Field Management Services, and ensured seamless operations by maintaining servers, updating security, and handling IT assets and licensing efficiently.

- SENIOR TECHNICAL SUPPORT ENGINEER**

2018-2019

General Technologies

At General Technologies, I served as a Senior Technical Support Engineer for Runwal Group, managing IT operations across multiple sites. I provided support for desktops, laptops, LAN, Wi-Fi, email, antivirus, ERP, and printers, while also overseeing site management, Active Directory, and file server management. I maintained asset inventory, managed licenses, and coordinated with vendors for procurement, ensuring smooth IT operations.

- SENIOR TECHNICAL SUPPORT ENGINEER**

2011-2018

Active Solution

As a Senior Technical Support Engineer at Active Solution, I supported clients like Liquipack and Pharma Lab by managing servers, firewalls, networks, and DNS/DHCP. I handled user policies, resolved hardware/software issues, and maintained equipment, ensuring smooth IT operations and compliance.

- TECHNICAL SUPPORT ENGINEER**

2008-2011

ITSource India Tech Pvt. Ltd.

At ITSource India Tech Pvt. Ltd., I provided IT support for clients like Akyl Amines Limited and Tata Institute of Social Science. My role involved managing servers, troubleshooting hardware/software issues, and supporting end-users with MS Office, Outlook, and VPN. Additionally, I handled asset management, infrastructure maintenance, and vendor procurement.

EDUCATION

- **B. SC. IT**

Modern Institute of Engineering & Management in Mumbai

2005-2008

- **H.S.C**

H.S.C (43%) from Mumbai Board

2002

- **S.S.C**

S.S.C (42%) from Mumbai Board

2000

CERTIFICATION

- **MICROSOFT CERTIFIED**

Microsoft Certified Azure Fundamentals Certification in **NTMS**.

2022

- **NETWORK INFRASTRUCTURE MANAGEMENT**

Certificate in Network Infrastructure - Management (C-NIM) in **Avera Academy**.

2008

- **HARDWARE & NETWORKING**

Diploma Hardware & Networking in **MITech** ISO 9001-2000 Govt. Regd.

2004

- **SOFTWARE TECHNOLOGY**

Advanced Diploma in Software Technology in **National Computer Education**

2002

SKILLS / EXPERTISE

IT Management

- IT Infrastructure Management
- Technical Documentation
- IT Asset Management
- Project Management
- Team Leadership
- Vendor Management
- CCTV & Bio-Matrix
- Video conferencing, Zoom, and WebEx meetings.

Server/Networking

- Server Configuration
- Server Administration
- Active Directory & Group Policy
- DHCP & DNS Configure
- LAN/WAN Management
- Firewall Manage
- Network Security
- Network Monitor
- Security & Updates

Web Development

- HTML/CSS Design
- UI/UX Prototyping
- Front-End Integration
- Hosting - Manage
- Domain - Manage
- Backup Website
- Canva & Acrobat XD
- Acrobat Photoshop
- Acrobat illustrator

Backup

- Google Workspace Backup
- NAS Drive Backup
- Data Restoration

Email

- Google Workspace Setup
- Email Configuration
- User Management

Antivirus

- Installation & Configuration
- Update & Maintenance
- Security Monitoring

REFERENCES

Dr. Ashwin Kumar B. S

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Mr. Shahid Ansari

Director

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