Imran Sheikh

IT Support Engineer

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PROFILE

IT support engineer with 2 years of experience handling hardware, software and network issues for 300 employees. Resolves 95% of tickets within the service level agreement and has cut repeat tickets by 20% through clear user guides. Skilled in Windows, Microsoft 365, Active Directory and remote support, with a calm and polite approach.

EXPERIENCE

IT Support Engineer, Sahyadri Manufacturing Ltd — Jan 2024 – Present
Ahmedabad, India

- Resolved about 45 tickets a week for 300 users, meeting the service level target 95% of the time.
- Created and reset accounts in Active Directory and Microsoft 365, including licences and mailbox permissions.
- Set up 60 new laptops with standard images, antivirus and VPN access in two months.
- Wrote 15 short how-to guides that cut repeat password and printer tickets by 20%.
- Escalated network faults to the vendor with logs, shortening fix time by about a day.

Desktop Support Trainee, Orchid Business Services — Oct 2022 – Dec 2023
Surat, India

- Diagnosed hardware faults on desktops, printers and scanners across two offices.
- Supported users by phone and remote tools, closing 80% of calls on first contact.

SKILLS

Windows 10 and 11 | Microsoft 365 | Active Directory | Ticketing (ServiceNow) | Remote support | Networking basics | Hardware repair | Printer support | VPN | Antivirus tools

EDUCATION

Diploma, Computer Engineering, Government Polytechnic Ahmedabad — 2019 – 2022
Ahmedabad, India | 78%

CERTIFICATIONS

CompTIA A+, CompTIA — Jun 2023

Microsoft 365 Fundamentals (MS-900), Microsoft — Mar 2024

LANGUAGES

English — Professional
Hindi — Fluent
Gujarati — Native