

# Afridi Siddiqui

## Systems Technician

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## EXPERIENCE

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### Systems Technician

#### Insight

12/2022 - Present Gurgaon

##### Main activities and responsibilities:

Deploy Microsoft OS & Mac OS in the machines, e.g - Microsoft Surface, MacBook's & Dell

Managing All Assets Inventory, like Laptops, MacBook & other related Peripherals

Using Team-Viewer & RC Viewer assistance as remote

Creating and maintaining support documentation and knowledge base on a regular basis helping to the new users to onboard them on their DOJ fixing to users issues via call, email, ticket or in personal

Using CA Service Desk for incident management according to resolution

Troubleshooting and managing all the OS related issues of Win 11 as a client & other applications issues too

Working on Active Directory, O365 Admin Portal & Azure Portal to manage permissions, e.g - reset password of users, Unlocking the user, OU movement, Add/Remove machines/users from the Groups etc. and access to network resources

Tools using, LANDesk, Ivanti Creating and maintaining support documentation and knowledge base on a regular basis

Taking care of Video Conferencing

Providing Technical support during Client visit

Can work effectively in a team & as well as individually

Positive Attitude

Ability to take on new challenges

### Sr. System Engineer

#### Tech Mahindra

4/2019 - 12/2022 Noida

I've 3.8 Years' experience as a Sr. System Engineer in Tech Mahindra

##### Main activities and responsibilities:

Experienced project: Live-Person, GSTN, British Telecom (BT), AEML, Corporate, NYKAA, MIS, V- Customer, Vodafone Idea, Coin

Switch, Ford, CRED, Bank of Baroda, JIO Mart & IIFL

Installed of Windows OS, drivers, Software's, applications and VPN Installed of Windows Server 2012 OS & Install Roles like- ADDS, DNS, DHCP etc

Troubleshooted OS, software's, mailing, virus, system & printers related problems

Maintained the inventory of all IT assets and vendor management Created and maintaining support documentation and knowledge base on a regular basis

Used BMC Remedy for incident management according to resolution

Maintained PC security services including virus removal, spyware removal, antivirus installation and antivirus update

Maintained good SLA and CSAT according to user service requests facing problems

Escalated issues to higher management and concerned teams for critical issues

Maintained 1800 systems patch & Anti-virus Update Provided support for more than 1,000 associates

Experienced Installation and troubleshooting of all kinds of applications used in the company

Configured New User Profile, IP Address and LAN Installed of printer and scanner of different vendors (HP) and troubleshooted the settings and configuration

Configured and troubleshooted email accounts in G-Suite, Outlook 2016 And Office 365 Installed of updates / Patches / bug fixes of business applications I was responsible for RSA and VPN connectivity respectively to various projects

Network related Problems like Verifying connectivity through IP Addressing

Managed all the Networking issues in a building either it was wireless / wired installation

I used to troubleshoot laptops and desktops related problems through Remote Desktop, Any desk, LogMeIn, Team-Viewer, SCCM assistance as remote Troubleshoot and managed all the OS related issues of Win 10 as a client Configured,

Provided 24x7 Technical Support

Provided Technical support during Client visit

### Lab Coordinator

#### Jetking

02/2018 - 03/2019 Delhi

I've 6 Months of experienced as a LAB Coordinator in Jetking

## EDUCATION

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B.Com

[University of Delhi](#)

📅 12/2020

Diploma in hardware and networking

[School or University](#)

📅 06/2019

2

[C.B.S.E](#)

📅 04/2017

2

[C.B.S.E](#)

📅 03/2015

## Certifications

- SC-900, 2025
- MS-900, 2024
- AI-900, 2023
- JAMF-100, 2023
- AZ-900, 2022
- AZ-104, 2022

## SKILLS

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Active Directory

Azure

BMC Remedy

Configuration

Intune

DHCP

DNS

G-Suite

jamf

LanDesk

LogMeIn

Mac OS

Microsoft OS

Microsoft Outlook

office365

Remote Desktop

RSA

SCCM

Inventory Management

TCP/IP

Video Conferencing

VPN

Windows

System Troubleshooting

Windows Server