MOHAMMED **FARUK**

Sr. System Administrator

CONTACT ME

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AWARDS

- All Rounder performer Aug 2021

SKILLS

- Endpoint & Security
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Systems & Servers
- Networking & Voice
- Deployment & Automation
- ITSM & Ops
- Applications & Tools

LANGUAGE

- English
- Hindi
- Gujarati

ABOUT ME

For over six years as an IT Support Engineer, I've been driven by a simple goal: making technology work seamlessly for people. My journey has given me a deep understanding of the entire device lifecycle, from traditional Windows deployments (MDT/WDS) to modern management with Intune and Autopilot. I don't just resolve tickets, I build lasting solutions, whether that means scripting an automated fix for a recurring problem or developing a small web app with Next.js to solve a real-world challenge for my colleagues. I'm proud of my work in improving asset tracking and am now eager to apply my problem solving mindset to a broader role in endpoint management and IT automation.

EXPERIENCE

Senior System Administrator   2021 – Present

Wipro Technologies Ltd

- Led IT infrastructure and end-user support across Windows, Linux, and macOS environments, ensuring up-time, security, and business continuity.
- Led our switch to modern device management with Intune Autopilot, cutting new computer setup time by nearly 40%.
- Wrote PowerShell scripts to automatically configure Dell BIOS settings (like TPM and Secure Boot) across the company, saving hours of manual work and ensuring all devices were secure from the start.
- Managed the complete migration from our old Unify phone system to a new Cisco environment, configuring the call manager (CUCM), endpoints, and ensuring everything worked smoothly.
- Cleaned up our IT asset database (ServiceNow CMDB) by identifying and removing outdated or non-existent "zombie" assets, leading to more accurate inventory.
- Created easy-to-follow guides and helpful scripts for the team to quickly diagnose common issues like account lockouts or Intune enrollment errors.
- Kept the core IT infrastructure running smoothly, including Windows Servers (2016/2019), Active Directory, DNS/DHCP, and virtual servers on VMware/Hyper-V.
- Managed end-to-end IT operations and production support for Adani Solar Manufacturing, ensuring availability and reliability of critical infrastructure.
- Was the go-to person for all IT operations at Adani Solar, ensuring the critical systems for the manufacturing floor were always online and reliable.
- Handled the toughest L3 server and network problems, working directly with vendors like Dell and Cisco to find and implement fixes.
- Taking responsibility for IT operations, managing vendor relationships, and communicating with client leadership.
- Functioned as the team's acting technical lead, mentoring junior members and creating official procedures (SOPs) to ensure consistent, high quality work.
- Supported a wide range of business-critical applications like EL Azure, RFID systems, Grading Services and Symphony Summit AI.
- Ensured IT-OT segregation and Cybersecurity compliance with NetSkope, Microsoft Defender EDR, and enterprise security standards.
- Delivered advanced troubleshooting for hardware failures, OS-level/server issues, file servers, security vulnerabilities, and major escalations.

Telecommunications / IT Support Engineer   2019- 2021

IMSI Staffing Pvt. Ltd.

- Set up and configured new desktops, laptops, printers, and enterprise applications for employees, ensuring they had everything they needed to be productive from day one.
- Maintained security by re-imaging computers, hardening systems, and installing compliance software according to company standards.
- Monitored and mitigated non-compliant devices on a daily basis, maintaining adherence to IT security and compliance policies.
- Maintained accurate asset stock inventory, tracked hardware/software usage, and ensured timely updates for audits.
- Coordinated with local and central vendors for procurement, troubleshooting, and service support, optimizing IT asset life-cycle management.
- Managed and configured the office network, including Cisco Catalyst Switches and Unifi Phones and OpenScape Branch, to ensure reliable connectivity for all users.
- Kept a detailed inventory of all IT equipment, tracking usage and providing reports for audits.

Other Skills

- MS Office: Excel, Word, PowerPoint, Outlook
- Laptop/Desktop/Server troubleshooting (CLI, Registry, logs)
- Windows / macOS / Linux installs with bootable media (end-to-end)
- Unattended deployments over LAN/WLAN using PXE + MDT/WDS
- Software packaging & silent installs (enterprise apps)
- Windows Server basics: AD, DNS, DHCP, GPO, ADFS
- Networking basics: IP addressing, subnetting
- Endpoint compliance: patching, LAPS, AD OU & extension attributes
- ServiceNow ITSM (incidents, requests, changes)
- OEM troubleshooting: Servers, storage, switches (with vendors)
- Cisco basics: VLANs, port config, L3 SVI (PuTTY)
- VIP user support & escalation handling
- Team leading & mentoring; SOP/runbook upkeep
- IT infrastructure operations & production management
- Customer escalations—ownership to resolution
- Virtualization basics: Hyper-V, VMware
- Physical server mgmt: Dell iDRAC, HPE iLO
- File servers: share permissions & quota management
- Security add-ons: RSA MFA (basic)

WEBSITES

- office-tools.in — Free PDF/Image utilities (web tools)
- BillingTools / BillingData — Lightweight billing & profit tracking (app/site)
- Tunda Sports Club / KPL — Local cricket league site & event pages
- Karma Empire & Solutions — Heavy-equipment rental brand site
- HV Enterprises — Rental/driver booking presence (legacy)
- Karma Connect — WhatsApp Business Cloud API client (app landing)

EDUCATION

Dr. Babasaheb Ambedkar Open University   2022- Present

Bachelor of Computer Science - IT