

AVISH NAYEE

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Target Role: IT Support & System Engineer • Relocation: Open Globally / GCC • Notice Period: 1 Month (30 Days)

PROFESSIONAL SUMMARY

Results-driven **IT Support & Systems Engineer** with hands-on enterprise experience in desktop infrastructure, Windows Server administration, Microsoft 365 cloud environments, and multi-site networking. Proven track record managing 200+ hardware endpoints, deploying secure LAN/WAN/VPN infrastructure, and resolving Tier 1/2 incidents with 98%+ SLA adherence. Skilled in hardware lifecycle management, Active Directory provisioning, automated OS deployment, and endpoint security.

CORE TECHNICAL EXPERTISE

- **Directory & Cloud:** Active Directory (AD DS), Azure AD / Entra ID, Microsoft 365 Admin, GPO Management, User Access Control
- **Operating Systems:** Windows 10/11, Windows Server (2016/2019/2022), Linux (Ubuntu/CentOS), macOS
- **Networking & Security:** LAN/WAN, TCP/IP, DNS, DHCP, VLANs, VPN Configuration, Routers & Switches, Antivirus & Patch Management
- **Hardware & Peripherals:** Enterprise Desktops/Laptops, Network Printers, Scanners, Server Racks, Structured Cabling, Data Recovery
- **ITSM & Tools:** Service Desk Ticketing, SLA Management, Remote Desktop (TeamViewer, AnyDesk, RDP), Asset Tracking

PROFESSIONAL EXPERIENCE

Executive – Desktop Support Engineer | **Torrent Electricals** Dec 2025 – Present | Gandhinagar / Ahmedabad, India

- Manage end-to-end IT desktop infrastructure, resolving L1/L2 technical escalations to maintain 99%+ system availability.
- Administer Windows Server environments, Active Directory user permissions, and Microsoft 365 services for enterprise staff.
- Execute proactive patch management, OS deployments, and enterprise endpoint security updates.
- Coordinate preventive maintenance and hardware asset lifecycle management, minimizing workstation downtime.

Hardware & Network Engineer | **Webindia Inc** Sep 2024 – Mar 2025 | Ahmedabad, India

- Installed, configured, and maintained 200+ hardware endpoints including workstations, network printers, and peripherals.
- Configured and troubleshooted multi-node LAN/WAN networks, switches, routers, and structured cabling for seamless connectivity.
- Executed system diagnostics, disk imaging, and rapid data recovery operations with minimal disruption to business workflows.
- Provided hybrid on-site and remote troubleshooting support for distributed end-users.

IT Infra Desktop Engineer | **Dev Information Technology Ltd** Sep 2023 – Sep 2024 | Ahmedabad, India

- Delivered technical support across Windows and Linux environments, consistently meeting 98%+ SLA targets.
- Configured secure VPN tunnels, router settings, and local area connections to enable reliable remote working infrastructure.
- Managed Active Directory user provisioning, de-provisioning, password resets, and role-based access compliance.
- Conducted cybersecurity awareness and IT best practices training for end-users, reducing tier-1 user-error tickets.

EDUCATION

Diploma in Computer Engineering — Swarnim Startup University Graduated 2023

Secondary School Certificate (SSC) — National Institute of Open Schooling (NIOS) 2018 – 2019

LANGUAGES

English (Professional / Technical Proficiency) • **Hindi** (Native / Fluent) • **Gujarati** (Native / Fluent)