



Akif Chougale

System Administrator
Microsoft 0365
Administrator Expert
&Endpoint Administrator
About Me



My Contact

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📍 India (Mumbai)

Certifications

- Microsoft O365 Administrator Expert (MS-102)
- Microsoft Endpoint Administrator Associate (MD-102)
- Diploma in Hardware & Networking

Education Background

Maharashtra board

- TYBCOM (2013)

Technical Skills

- Virtualization & Storage
- Networking Monitor
- Backup & Security
- Cloud Platforms
- Microsoft 365 &Intune
- System Administrator
- SharePoint
- Netskope

Links

[linkedin.com/in/akif-chougale](https://www.linkedin.com/in/akif-chougale)

- Highly skilled System Administrator with extensive 6+ Years of experience in managing and maintaining IT infrastructure for seamless business operations. Proficient in a wide range of technologies and platforms, including Microsoft Intune, Microsoft O365Expert, Azure, AWS, VMware, McAfee Antivirus & Aruba controllers. Adept at delivering reliable remote support and ensuring optimal performance of systems, networks, and storage solutions with Cloud Platform

Professional Experience

IT - System Administrator
Engineer

Arrk Solution Pvt Ltd, Navi Mumbai

November 2021 – Present

Key responsibilities:

1 Managing the Ticketing System

- Monitor, prioritize, and resolve technical issues via the ticketing platform.
- Ensure timely response and resolution of service requests and incidents.
- Document solutions for recurring problems and provide feedback to enhance efficiency.
- Chat & Voice Support.

2 Microsoft 365 Administrator Expert

- Manage and maintain Microsoft 365 services, including Exchange Online, Teams, OneDrive, and SharePoint Online.
- Configure and troubleshoot user accounts, permissions, and licensing.
- Implement security protocols such as MFA, conditional access policies, and compliance standards.

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• **Personal Detail**

- **Date of Birth**
16/02/1990
- **Nationality**
Indian
- **Marital Status**
Married

• **Language**

- English
- Hindi
- Marathi

3 Endpoint Administrator Associate

- Deploy, manage, and monitor devices using Microsoft Endpoint Manager (Intune).
- Configure mobile device management (MDM) and app protection policies.
- Troubleshoot endpoint-related issues to ensure seamless user experience.

4 AWS Migration

- Plan and execute cloud migration strategies for infrastructure and applications to AWS.
- Configure AWS services like EC2, S3, RDS, and IAM for optimal performance.
- Monitor and optimize resources in the cloud environment.

5 SharePoint Administrator

- Configure and manage SharePoint sites, libraries, and workflows.
- Ensure secure collaboration through user permissions and access controls.
- Troubleshoot issues related to SharePoint Online and on-premises environments.

6 FortiGate Firewall Administrator

- Configure and maintain FortiGate firewalls to secure the organization's network.
- Implement VPNs, IDS/IPS, and web filtering policies.
- Monitor logs and mitigate security threats.

7 McAfee Administrator

- Manage endpoint security solutions provided by McAfee (e.g., EPO, antivirus, DLP).
- Monitor and analyse security alerts and incidents.
- Ensure endpoint devices remain protected and compliant with policies.

8 VMware & Hyper-V Administration

- Deploy and maintain virtual machines and ESXi hosts in VMware environments.
- Perform backups, snapshots, and disaster recovery planning.
- Optimize resource usage and troubleshoot issues in virtualized environments.

9 Networking Administration

- Configure and manage routers, switches, and network protocols.
- Troubleshoot connectivity and network performance issues.
- Implement network security practices like VLANs, firewalls, and NA

10 Backup & Storage Administrator

- Manage data backup and recovery solutions to ensure data integrity and availability.
- Monitor storage utilization and performance.
- Develop and implement backup policies and disaster recovery plans.

11 Technical Support Specialist

- Provide technical support through phone, remote access, and chat tools.
- Diagnose and resolve hardware and software issues.
- Guide users on IT best practices and troubleshoot common problems.

12 Installation & Configuration of Active Directory, DNS, DHCP Servers

- Set up, configure, and manage Active Directory (AD) infrastructure.
- Manage AD users, groups, GPOs, and domain controllers.
- Ensure secure authentication and authorization policies.
- DHCP automatically assigns IP addresses to devices, simplifying network configuration.
- DNS translates domain names to IP addresses, enabling devices to find each other on the network or internet using easy-to-remember names.

13 Azure Administrator

- Configure and monitor Azure resources, including virtual machines, storage accounts, and databases.
- Implement and maintain Azure AD, security features, and identity management.

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Senior Technical Support Engineer

Accel Frontline Pvt Ltd Pvt Ltd Mumbai

May2017 –November2021

Key Responsibilities:

1. Active Directory Management

- Handle password reset requests for all end-users.
- Create and manage users, groups, and apply appropriate policies in Active Directory.
- Install, configure, and maintain Active Directory servers
- Activate and deactivate user accounts in Active Directory as needed.
- Assign user access to specific roles and permissions.
- . Add domains to Active Directory and manage the re-domaining process by removing hostnames from servers.

2. Reporting & SLA Management

- Generate daily reports using ManageEngine and share them across all PAN locations.
- Reports include hardware status, resolved/pending issues, and weekly/monthly summaries.
- Ensure strict adherence to SLA guidelines without deviations

3. Printer Troubleshooting

- Perform basic troubleshooting and support for printer hardware and connectivity issues.

4. Remote & Onsite Technical Support

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- Provide support via telephone, email, and remote access for technical issues.
- Install and configure applications such as Windows, MS Teams, and Skype.
- Handle Outlook configuration and offer end-user support for email-related problem.
- Perform basic-level troubleshooting for both hardware and software issues

5 Network & Switch Configuration

- Configure Aruba controllers and network switches to maintain seamless connectivity.

IT Engineer

ITHC (Kuwait)

April2016–December2016

Key Responsibilities: –

1. Ticketing Tools and service processes.

.2Escalation Management

3. Wishes Net Hotel Management Tool

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