Zaheer Uddin
Technical Project Manager

Hyderabad, Telangana - Email me on Indeed: indeed.com/r/Zaheer-
Uddin/fd9892e91ac9a58f

To be associated with a dynamic team in a progressive organization that
gives me the scope to
apply and enrich my knowledge and skills with continual learning and
professional growth.

WORK EXPERIENCE

Technical Project Manager

DELL EMC -

August 2015 to May 2018

Provide expertise to support the project team in the following areas:
* Activity and resource planning.
* Analyzing and managing project risk.
* Planning, organizing, and Leading the Project teams from the entire
metrics standpoint.
* Scope & Charter Management.
* Handled the Account Level Audit (ERM, ITIL)
* Estimations and cost management.
* Project Timeline planning and management
* Procurement, Software Asset management, Change management and
Configuration
management.
* Issue resolution and escalation
* Communications & status reporting
* Scheduling, attending and running all project meetings.
* Identify, track, and resolve/escalate project impediments, risk,
issues, actions.
* Implementing Power BI Business Analytics tool to analyze data and share
insights.
* Implemented Six Sigma project (DMAIC) for improving the CSAT Score
overall.
* Implemented LEAN project for optimizing the resource management and the
Average handling
time on the tickets/resolutions.

Technical Lead/Operations Manager

Microsoft -

July 2013 to July 2015

* Managing 24x7 IT infrastructure services with the scope of Incident
management, Security
patching and software deployment management services for Microsoft
Outlook.com email
service and O365 cloud services with team size of 68 people.
* Transitioned and consolidated the Incident management, security
patching and deployment
management work for optimizing the team by improving the productivity and
reducing the cycle
time.

* Prepared technical architecture documents integrating all components of
the project for better
troubleshooting.

* Deploying builds & security patches as per Build calendar schedule
and co-coordinating
the issues that arise during the build.
* Monitoring, Remote administration, maintenance of a Datacenter Servers
comprising of
10,000+ Servers.
* Trouble shooting on HP storage Architecture in different SKU's with
RAID concepts.
* Implementing disaster recovery procedures to ensure minimal downtime
and data loss.
* Re-building Operating Systems on servers (2003, 2008, 2008 R2) that are
in the Hotmail
Environment.
* Transitioned windows infrastructure support services involving the
frontend, inbound, outbound
and storage infrastructure.
* Handled security patching, application deployment and incident
management for Windows,
SQL and HP storage servers.
* Participate in Feature Specification and Release Reviews to ensure
complete understanding of
the features being deployed.
* Created the knowledge base articles for the debugging of the software
application for the benefit
of the Customer, Partner and the engineering team.

Senior Service Engineer

EMC -

January 2011 to June 2013

* Experience in installing and maintaining Windows Server 2000/2003,
2008.
* Alert and resolve any performance issues and notify end-users and
resolve any storage
shortages issues.
* Monitor and resolve any issues related to Usage, Performance, and
availability on storage.
* Install and configure the EMC Disk tender (archiving) application as
per the customer
requirements.
* Troubleshooting NAS, CAS and DAS Storage issues on the servers.
* Replicate the break-fix implementation in the test machines to test the
functionality of the
break-fix and reproduce the same on the production server.
* Perform testing of the registry exports made from the Production
environment and try and test
it on the Test environment to resolve issues.

Systems Engineer

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December 2007 to December 2010

* Designing and developing computer hardware and support peripherals, including central
processing units (CPUs), support logic, microprocessors, custom integrated circuits, printers, and
disk drives.
* Managing, monitoring and troubleshooting all installed systems and infrastructure.
* Installing, configuring, testing and maintaining operating systems application software and
system management tools.
* Ensuring the highest levels of systems and infrastructure availability.
* Handling Level-2 technical escalations Tickets/Calls.
* Performing Upgrades, Installation of Software and Drivers and essential software
troubleshooting.

* Assisting end users in deploying Updates, services packs and hot fixes using Windows Update,
Automatic Updates.
* Setting up Active Directory, creating user accounts and providing permissions as requested by
the network admin team.

EDUCATION

BSc

Osmania University

2007

Board of Secondary Education - Hyderabad, Telangana

2004

Diploma in Computer Application

Mac infotech Center