Technical Lead Technical Lead Technical Lead Gilbert, AZ * Systems Administration in Enterprise Environments * Business critical applications and systems monitoring and support in a global environment. * Progressive troubleshooting expertise to ask the right questions and understand the appropriateness of the answer as well as its applicability to the situation at hand in order to reduce downtime.   * Demonstrated Events, Incidents and Problems management experience in a large-scale, multi-platform environment.   * Ability to work under pressure and dealing with 24x7stressful & fast paced environments where service restoration in a professional manner is the top priority.   * Working with diverse teams including technologists, analysts, facilitators with the common language of English, but many different first languages. * Vendors (Microsoft, IBM, Oracle, etc) communication, incidents escalation and implementation of resolutions   * ITIL Based IT Services Management * Create and maintain Design, Training and Operations documentations * Strongly Self-motivated, willing to assume responsibilities, can work independently or within a team.

* Excellent Organizational and Interpersonal Communication Skills4   * Detail orientated with a 'can-do' attitude Work Experience Technical Lead Cognizant Technology Solutions - Phoenix, AZ December 2018 to May 2019 85008 Duties and Responsibilities: * Provide support for Bio Marine Pharmaceuticals Data Center Co-located at Iron Mountain Data Center   * Systems Backup and Restore using EMC Tape Library * Rotating and managing Backup Tapes * Manage offsite Tape Vaulting with Iron Mountain.   * Monitoring health and performance of servers and address any issues that arise   * Data center floor walkthrough and inspect Racks, Servers, PDUs and ACs for any alert * Rack mount devices in the qualified POD Racks * Connect power cables, Network and Fiber channel cables * Label all cables and devices * Coordinate tasks and activities with vendors Solutions Support Engineer DHL Information Services (Americas), Inc - Tempe, AZ August 2011 to October 2018 85281   Duties and Responsibilities: * Monitor and support globally accessed business critical IBM Datacap applications, related underlying infrastructure, application transactions, application services, application interfaces for real-time performance and availability from a business perspective using HP Business Availability Center (Topaz).   * Support global Datacap application end users in processing batches and resolved issues that may arise   * Work

with business stakeholders, End users, DBAs, Developers, and other infrastructure administrators. * Resolve support tickets (Incident Management). * Apply technical skills and devise short-term workarounds to minimize the incident's business impact. * Provide on-call support for emergency incidents and Events * Create Emergency Restoration Reports and perform Root Cause Analysis of problems. * Monitor 2,000+ servers for hardware resource usage and status, and availability using HP OVO alerts * Monitor servers CPU, Disk, Network, and Memory Performance using HP Performance Manager and generate monthly Servers Capacity reports * Perform server and applications log files management & process for 3rd level support - IBM, Microsoft, Oracle * Perform Technical Acceptance Testing and release applications to production environment. * Monitor and review production errors in order to improve test models over time. * Maintain an updates CMDB for all CIs in service supported * Identify & report to opportunities that may increase user satisfaction & decrease incidents & problems. * Participate in post-outage reviews and develop appropriate prevention and improvement initiatives. * Deploy monthly updates and patches to Servers using Shavaiki tool * Manage globally published service bulletins for incidents, information and changes * Manage Systems Events, incidents, problems and changes using Global ServiceNow * Develop Risk & Implementation plan documents; Implement scheduled & emergency changes. * Register Request for Changes (RFCs), attend CAB meetings and present RFCs

Systems Administrator Columbia, MD March 2011 to July 2011 21046 Duties and Responsibilities:
* Monitor and Support 2,900+ Servers (mainly HP Proliant DL 370, 380,385 and ML 350, 370, 570) in the Data center using HP Systems Insight Manager, HP System Management Homepage, HP Integrated Lights-Out * Resolve issues & deal with degraded/failed components, including NIC, hard drives, memory & power supply * Systems Backup and Restore using EMC Networker 7.3 and HP StorageWorks MLS 6000 Tape Library; Rotating and managing Backup Tapes; Manage offsite Tape Vaulting with Iron Mountain. * Monitoring Server Software and Hardware, Network Services, Group Policy, Intranet and public facing Websites * AD User and Group Accounts Maintenance; Resources Access and Permissions Management * Manage change control, assess change impact on production systems and back out plans * Maintain and support line of business applications,

including SkipJack, RightFax * Manage and update systems configuration database - Server names and roles, OS Version, IP configuration, running services, rack numbers * Manage all updates for all Windows Servers and workstations,   * McAfee VirusScan Enterprise installation and configuration on workstations and servers Windows Administrator Manassas, VA November 2010 to February 2011 20109 Duties and Responsibilities: * Monitoring systems' health and performance of 2,010+ Servers using NetIQ monitor and escalate critical system issues to the individual system owner via e-mail and phone for further investigation.   * Monitoring the e-commerce environment using HP SiteScope. Servers monitored include applications, Content management system and Internet Booking.   * Monitoring Oracle based mission critical systems using Oracle Global Application Manger 10g. * Data center floor walk through and inspect Racks, Servers, PDUs and ACs for any alert as well as different LED colors other than green status. * Provide administration and support in a Windows Server 2012, 2008, 2003 environments. * Manage the testing and implementation of new services on assigned servers. * Perform standard server build, RAID configuration and develop server as built documentation.   * Perform hardware and software diagnostics, maintain server software versions, and respond to and resolve customer problems with problem identification.   * Monitor server backups and review log files and daily reports. * Apply updates and patches using Patchlink Update 6.4 * Track, resolve, and escalate Incident and Event tickets using IBM ISM.   * Document issues and associated resolutions to problems. Education M.Sc. degree in Information Science Addis Ababa University - Addis Ababa, ET Skills DATABASE, ORACLE, SQL, NETIQ, VIRTUALIZATION Additional Information Technical Skills   * Server Operating Systems: Microsoft Windows Server 2003/2008/2012/2016   * Virtualization Technologies: vSphere V5.5 6.5 6.7 Infrastructure * Enterprise Backup Software: EMC Networker * Patch and Updates Management: WSUS, Patchlink, VMWare vCenter Protect Essentials Plus (Shavlik)   * Enterprise Systems/Application Monitoring Tools: NetIQ, HP SiteScope, HP OVO * Server Configuration and Management Tools: HP Systems Insight Manager, HP Systems Management, HP ILO * Document Capture and Data Extraction Technology - IBM Datacap 8.0, 9.0, 9.1.1 * Security and Antivirus systems: Symantec Security and MacAfee VirusScan Enterprise Technologies * Events, Incidents,

Problems and Changes Management systems: ServiceNow * Application availability and performance systems: HP Business Service Management (Topaz) * Database Clients: Oracle Developer, SQL Management Studio 2008/2012

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