

Aslam Yunus Surve

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Date of birth 18 August 1974 | Nationality Indian

WORK EXPERIENCE

01/05/2018 – 04/11/2020

Project Manager

Larsen & Toubro Infotech

Mind Space SEZ (Serene Properties), Bldg. No. 1, Thane-Belapur Road, Airoli, Navi Mumbai, Maharashtra 400708 - <http://Intinfotech.com>

Carrier

Office 365 – Tenant to Tenant Migration of 5500+ user mailboxes. Exchange On-Premise to Office 365 migration of 60000 users and shared mailboxes.

Assist in migration of user mailboxes (Exchange Online) between Office 365 tenants

Supported co-workers during troubleshooting of issues during and after migration

Collaborate daily and weekly status calls with stakeholders

Monitor, investigate, and report breaches in performance or quality

Strengthening relationships with clients by regular interactions, governance meeting

JCI (Johnson Controls)

Migration of Windows Servers between Active Directory forests through Quest – Migration Manager for Active Directory

Assist in migration of Windows Servers between Active Directory forests

Created SOP documentation for migration and failback process

Supported co-workers during troubleshooting of issues during and after migration

Collaborate weekly status calls with stakeholders

Honda

Migration of 2500+ users and shared mailboxes from Lotus Notes to Office 365 – Exchange Online

Lead migration of the user and shared mailboxes from Lotus Notes to Office 365 - Exchange Online

Created SOP documentation for migration and failback process

Supported co-workers during troubleshooting of issues during and after migration

Collaborate weekly status calls with stakeholders

23/8/2012 – 1/5/2018

Senior Systems Engineer

Larsen & Toubro Infotech

Plot No. EL - 200, TTC Electronic Zone, Shil - Mahape Road, Navi Mumbai, 400701 Vashi (India)

<http://Intinfotech.com>

Operations Team Lead / Microsoft Messaging Administrator – CONDE NAST

Assisting co-workers with messaging-related issues & providing assistance during a technical roadblock.

Performing Conde Nast project-related tasks & activities.

Microsoft Exchange 2013/2010 server administration in a High Availability (DAG) environment.

Perform administration of Office 365 in a Hybrid Environment

Resolving issues about mailbox & public folders.

Perform Change Requests & Patch Management of the Exchange servers also apply security updates (OS and services).

Migration, Monitor & Administer Exchange Online on Office 365
 Monitor mail flow on McAfee Gateway 7.5 servers.
 Perform litigation hold on Symantec Enterprise Vault 9.0.
 Resolve issues of mailbox & outlook connectivity.
 Planning and executing growth and expansion.
 New site deployment Hardware and software upgrades
 Existing deployment reconfiguration
 Enhanced resilience
 Provision additional storage
 Respond to requests from the help desk. Admin Non-Exchange servers and services (Active Directory, DNS).
 Create new accounts & assign mailboxes to accounts created in other departments
 Manage Exchange storage.
 Manage quotas.
 Move mailboxes
 Monitor capacity

31/10/2003 – 19/08/2012

Senior Technical Consultant

WIPRO

3rd Floor, CBD Belapur Railway Station Complex IN-400614 CBD Belapur (India)

<http://wipro.com>

Senior Technical Consultant – Microsoft Customer Support Services (CSS)

Support Exchange server infrastructure of Microsoft premier & professional customers from the North America, EMEA regions.

Job entitled was to deliver solutions for critical Issues, deployment & management pertaining to Exchange 2003/2007 & 2010 servers.

Meeting timelines and providing installation, exchange information Stores, disaster recovery & databases, public folder replication & migration of mailboxes.

Managed & trained a team of 10 co-workers to t-shoot & resolve issues related to Microsoft Business Graphics Products (BGP)

15/5/1998 – 23/9/2003

Hardware & Networking Engineer

Falcon Systems

423, Katha Bazar, Masjid Bunder (W) IN-400009 Mumbai (India)

Assembling PCs & troubleshooting of hard disk, memory, mainboard, and add-on cards.

Installation & troubleshooting of Desktop Operating Systems.

Manage & Monitor the Windows NT Servers.

EDUCATION AND TRAINING

February 2013 – August 2018

Master of Business Administration

Grade C (50 %)

Sikkim Manipal University, SMIT Campus, Majitar, Rangpo, East Sikkim – 737136 (India)

7/5/2007–10/9/2010

Bachelor of Electronics & Telecommunication

Grade B (60 %)

Advanced Institute of Engineering & Management

301, Charisma Center, Plot 63, Post Box No. 27258, Chembur IN-400 071 Mumbai (India)

<http://aiemindia.com>

Communication Techniques

Advanced Communication Systems

Digital Materials & Components

Applied Electronics

Electrical Technology

Electronics Materials & Components

10/4/2004–14/9/2007	Diploma in Electronics & Telecommunication Advanced Institute of Engineering & Management, 301, Charishma Center, Plot 63, Post Box No. 27258, Chembur, Mumbai - 400071 (India) Communication Skills Basic Electronics Information Technology Application Workshop Practice Instrumentation & Control	Grade B (60 %)
19/7/1993–20/3/1995	Advanced Diploma in Electronics & Computer Maintenance JETKING, 401, Bussa Udyog Bhavan, Sewri (W), Mumbai – 400015 (India) PC Assembling, T-shooting of peripherals	Grade B
1/3/1989–4/4/1990	Secondary School Certificate The Indian Community School, Salmiya (Kuwait)	Grade B

PERSONAL SKILLS

Language	English – Business Fluent Arabic – Elementary proficiency
Communication skills	Good communication skills gained through my experience while interacting with professional customers at Microsoft Customer Support Services (CSS). I have excellent contact skills with the stakeholders of Carrier, JCI, Oliver Wyman, and CondeNast through my experience as representing a subordinate messaging tower lead and Project Coordinator.
Organizational/managerial skills	Conducted Daily Status Call (DSC) with the managers at Carrier, JCI, Oliver Wyman, CondeNast for Project tasks and milestones. Resource management for the project engagements
Job-related skills	Mentoring skills (provided Exchange 2013 training to co-workers of LTI CSI resources & also received a Star Award by building LAB environment along with training material & actual scenarios on 26 th August 2013).
Certifications/Computer skills	Good command of Microsoft Office Programs (Word, PowerPoint & Outlook). Technical skills on Microsoft Exchange 2010/2013 Server, Windows 2008 R2, Windows 10 ITIL v3 Foundation Certificate in IT Service Management. Prince2 (Introduction to Project Management) MCSA - Office 365, MCSA – Windows Server 2012, MCP, MCP+I, CTIP
Awards/Recognition	STAR AWARD in Excellence & Subject Matter Expert for Exchange Server & Office 365 at L & T InfoTech. STAR AWARD in Excellence & Training of Exchange 2013 Server at L & T InfoTech. Best Supporting Engineer in Microsoft Exchange Server Process (January – March 2011) at Wipro. Best Supporting Engineer in Microsoft Exchange Server Process (February – April 2010) at Wipro. Certificate of Excellence for achieving Highest CSAT (Customer Satisfaction) scores (July – September 2005) in Microsoft Graphics Products (BGP) at Wipro Received Note of Thanks from Microsoft for EMERGENCY RESPONSE to handle Daylight Saving Time (DST) call volumes at Wipro