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M.Sc. Information Technology and Over 13+ years of Experience IT Industry and Project Management & Service delivery over 6+ Years

## Academic Qualification

* Post-Graduation: M.Sc. Information Technology, Bharathidasan University, Trichy -2003
* Graduation : B.Sc. Computer Science, M.I.E.T. Arts College, Trichy - 2001

## Certificates

* ITIL 2011 Foundation certified
* Microsoft Certified Professional – MCP
* Microsoft Certified System Administrator - MCSA: Messaging
* Microsoft Certified System Administrator – MCSA
* VMware Certified professional – VCP410
* Level 1 Six Sigma Yellow Belt certification (Cognizant Internal)

## Work experience

Cognizant Technology Solutions Nov 2012 — Present Manager – Service Delivery

* Lead 80 members of technical team and handling escalation
* SO creation, Allocation and various ESA activities
* SOW creating, amendment and CR’s
* Budgeting and Revenue forecasting
* Be single point of contact for delivery and be the advocate between Service Delivery and the Customer
* Provide leadership and direction to Delivery teams
* Handle Operational Issues related to delivery center
* Participate in account plan / strategy
* Lead Business reviews with Client
* Manage relationship with internal stake-holders and functions
* Review and analysis of periodic reports and metrics
* Deliver services according to SLA - Day-to-day management of all service delivery activities
* Drive the identification of operational cost & efficiency savings
* Ensure timely response to all client inquires.
* Monitor team performance against services being delivered and provide metrics to clients on service SLAs and projects.
* Prepare for and conduct quarterly performance review meeting with Client Manager. Address any action items coming out of it.
* Work with Client to adjust workload and associated SLAs
* Responsible to handling various clients, incidents, Project delivery and IT Operations.
* Bill & Invoices in a timely manner
* Manage resource fulfillment & staffing
* Employee Job Rotations
* Working on Margin optimization
* Create, Contribute and Implement best practices
* Monitor the progress of all projects and deliverables
* Motivate and inspire team member
* Mentoring the team members and helping them in all technical aspects

# Wipro Technologies Jan 2010 — Nov 2012 Specialist (Team Leader)

* Lead 10 members team and handling escalation and acting as a SPOC between Onsite & offshore
* Maintaining over 200+ ESX Box and 1000 Virtual Machines
* Monitoring All Citrix servers and Handling all Citrix application and Citrix related application issues
* Monitoring All ESX and VM’s, Handling all VMware related issues
* Knowledge in installing Citrix servers, Publishing applications
* VM creation, Deletion, Snapshot, Hardware provisioning
* Handling Vendor coordination
* Participating in DR Activities & Client meetings
* Upgrade Citrix versions
* Maintained around 300 Citrix servers (Citrix Presentation server 4.0, 4.5 and XenApp 6.0)
* Worked in Various versions like Citrix Presentation server 4.0 and 4.5
* Work towards achieving SLA defined and meet the client matrix.
* Act promptly on feedback given in the customer Meetings which has impacted scorecards.
* Contribution in Weekly Highlights , monthly report on key activities performed, concerns, learning’s
* Mentoring the team members and helping them in all technical aspects
* Act as a focal point for the immediate supervisor and provide feedback when required
* Motivate and inspire team member
* Mentoring the team members and helping them in all technical aspects

# Tata Consultancy Services May 2009 — Jan 2010

I.T. Analyst

* + Lead 5 members team and handling escalation and acting as a SPOC between Onsite & offshore
  + Monitoring All Citrix, Windows and VMware servers and Handling all application related issues
  + Maintained a Windows 2000 & 2003, VMware, Citrix and Novell NetWare servers
  + Managing over 1200 Physical and virtual servers across the globe
  + Creating/Updating Users and Groups in the Active Directory and Novell LDAP
  + Monitoring Antivirus updates
  + Installing Microsoft Software’s, Oracle client & other third party software’s

# Dexterity Business Analyst Pvt Ltd Sep 2007 — Aug 2008 System Administrator

* + Maintained a Windows 2000 & 2003 LAN of 18 servers
  + Hardware troubleshooting and Software Installation for Desktops and Laptops
  + Configure Wireless router for Wireless LAN Access
  + Installation & configuration of Active Directory Services in 2000 & 2003 server
  + Creating/Updating Users and Groups in the Active Directory
  + Monitoring incoming and outgoing mails for delivery or delay
  + Establishing Rights and Permissions for authorized Users and Groups
  + Planning & Implementing user, Computer & Group Strategies
  + Deploying configuring and managing Microsoft clients
  + Planning & Implementing the ADS Backup
  + Monitoring Antivirus updates
  + Installing Microsoft Software’s, Oracle client & other third party software’s
  + Installing & Maintaining SMS 2003 Server (Systems Management Server)
  + Installation & supporting for network printers.
  + Implementing services like DHCP, DNS, IIS
  + Preventive Maintenance of Desktops and Laptops

# S K International Feb 2005 — Aug 2007 Customer Support Engineer

* + Maintained a Windows 2000 & 2003 LAN of 30 servers
  + Installation & configuration of Active Directory Services in 2000 & 2003 server
  + Deploying configuring and managing Microsoft clients
  + Managing VERITAS net backup server
  + Planning & Implementing the ADS Backup
  + Installing configuring Microsoft Exchange 2000 & 2003 Server
  + Administered & maintained Microsoft Exchange 2000 & 2003 Server & mailboxes
  + Installing Microsoft Software’s, Oracle client & other third party software’s
  + Installation & supporting for network printers.
  + Implementing services like DHCP, DNS, IIS
  + Preventive Maintenance of Desktops and Laptops

# Raaja Computer Centre Nov 2003 — Feb 2005 Hardware Engineer

* + Responsible for providing the solution to the customer in both hardware and network related problems.
  + Should monitor the AMC’s customer by providing monthly check-up.
  + Responsible for maintaining the customer’s database with feedback.
  + Maintaining Purchase.
  + Educating customers

## Personal Details

D.O.B : 03/04/1980

Marital Status : Married Nationality : Indian Passport No : L7738305

**Declaration**

I hereby solemnly declare that the information furnished and the statements given in the curriculum vitae and the enclosures are true, correct and complete

Place:

Date: **(I.ABUBACKER)**