**CURRICULUM VITAE**

**MOHAMMED MOHIUDDIN**

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**Objective:**

Seeking a challenging opportunity in the field of ApplicationAdministration Management where I can make optimum use of my knowledge and experience, which would enable me to improve my skills and strengths.

**Experience Summary**

A skilled IT infrastructure Management Professional with Eight plus years in the field of Information Technology Infrastructure Support Operations Management and Systems administration with IT major like Deloitte, Wipro and others.

* Working as Lead Systems Administrator at **Deloitte Support Services India Pvt. Ltd** Hyderabad, as Assistant Manager from **Sept 2015 to till date**.
* Worked as Systems Administrator at **Deloitte Support Services India Pvt. Ltd** as Senior Analyst from **Sept 2012 to August 2015**.
* Worked overseas projects in United States on **B1 VISA**.
* Worked as an **Global Hosting Center Engineer** for **Deloitte Support Services India Pvt Ltd** **(May 2011 to Sept 2012)**
* Worked with **Care IT Solutions Pvt Ltd** (Wipro InfoTech Resource Partner) Hyderabad, as System Support Engineerdeployed at Marathon Electric India Pvt Ltd from March 2008 to April 2011.
* Worked as Technical Engineerfor **Infovision Pvt Ltd** from March 2006 to February 2008.

**Educational qualification:**

* Completed M.B.A (Information Systems) from Annamalai University.
* Completed B.Sc. IT from Mahatma Gandhi Kashi Vidyapeeth University.

**Certifications:**

* Microsoft Certified System Engineer (**MCSE**) Windows Server 2012
* Microsoft Certified IT Professional (**MCITP**) Windows Server 2008
* Microsoft Certified Professional (**MCP**) Windows Server 2003
* VMware Certified Associate – **Data Center Virtualization**.
* Certified Specialist in **Vulnerability Management**. (QualysGuard)
* **ITIL** V3 Certified

**Trainings Attended:**

* Microsoft Windows 2000, 2003 and 2008 Server & Server 2012 & Power Shell Administration and automation.
* MS-Exchange 2003/2007 Server & Esx, Esxi 4.0 for VMware Virtualization.
* Hyper Administration, VMM.

**Technical Strengths:**

* **High-performing** operations-management executive with expertise in building and optimizing **organizational processes**, measurement systems, and infrastructure to maximize business results in manufacturing and service operations worldwide.
* Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets and goals.
* Certified in various platforms which proves extensive scope of responsibility, proven success, and track record of delivering **optimal** **results** in **high-growth** environments through initiatives that exceed operational performance targets and yield measurable outcomes like operational improvements, improved system/process performance, productivity gains and revenue growth.
* Involved in Capacity and scalability Planning, BCP, mentoring and leading remote team.
* Created / reviewed performance **audit reports** to ensure application integrity
* Working as Administrator and **On-Call Administrator** for the **production support and maintenance** throughout the duration.
* Working closely with Project manager, development, and testing and production team to align project deliverables, dates and report issues/concerns.
* Resolving various issues in **Day to Day Server Administration Tasks**, windows environment**.**
* Working in **Change management**, **Problem management** & incident management for **workflow** analysis.
* Providing POA and RCA for major incidents, good understanding of **SDLC** & experience in application development **life cycle** through providing **Infrastructure support for application management**.
* Utilizing various **ITIL** methodologies for process adherence and working towards teams to ensure process followed.

**WORK EXPERIENCE**

**Company 1: Deloitte Support Services India Pvt. Ltd.**

**Duration & Desgn : Sept 2012 to Sept 2015 – Technical Lead Enterprise Application Operations.**

**Duration & Desgn: Sept 2015 to till date - Assistant Manager Enterprise Application Operations.**

**The Job Profile is as follows**

Designated as the **India Lead for Application Operations Management**.

Leading the team and also working across multiple applications supporting various business areas around **US** and **UK**. Design and support the **Windows** application **infrastructure** for various clients firms of Deloitte. Ensuring that the hosted and managed services and **application** facilities are always available.

**Responsibilities as Senior Technical Lead & Assistant Manager:**

* Designing and implementing process-improvement initiative across US and India Teams.
* Leading and Managing team of 8 members and managing the overall career growth of the team members.
* Looking over the requirement and gaps between team and team members. Working with upper management to understand the organizational goals and applying with team to be aligned with Organizational goals.
* Making sure the required SLA are met with Application Infrastructure Operations Support.
* Closely monitoring the upcoming and running **project** for its successful releases.
* Resolving various issues **Web Server & Application support on IIS 5.0 / IIS 6.0 and IIS 7.0 ,7.5**
* Working in **IIS** and supporting **SQL** server administration on Windows Server, 2003 and **2008** & **2012** Windows Servers.
* Implementing new **policy** change in Application through change management process, providing **POA** & **RCA** for major incidents.
* Installation & administration of **IIS 6.5 & 7.0**. Solving various issues related to sites and services.
* Configuring **ISAPI extensions and ISAPI filters**.
* Analyzing OS error, events, logs file analyzing, monitoring system utilization.
* Using Power Shell for various tasks to automate and utilizing scripting techniques.
* Expertise in supporting **J2EE** Applications in an enterprise environment.
* Experience Supporting **Apache** and **TomCat** Application Servers.
* Expertise in Database Administration on **Production Servers** with server configuration, performance tuning and maintenance with outstanding troubleshooting capabilities.
* Worked extensively on **Clustering and server consolidation**. Troubleshooting production issues and raising **high availability**.
* Experience in Disaster Recovery Planning and Security Management operations.
* Proficiency and expertise in SQL Server **Replication, Backup/Recovery**, Disaster recovery and planning.
* Having hands on experience in DR processes including Log shipping and **Database Mirroring**.
* Web Server Administration/Application support - IIS 5.0 / IIS 6.0 and IIS 7.0 ,7.5
* Handling all the aspects of IIS administration tasks such as day-to-day site **monitoring** and maintenance, Installation, **Configuration**, Deploying Applications, **Troubleshooting**, **Performance** **Tuning** and **Maintenance**
* Good experience in understanding and working with IIS authentications (**anonymous, basic, digest and passport etc**.) and IIS websites and virtual directories permissions.
* Good understanding of **SSL** Certificates and management.
* Used various tools like **Venafi** and **GLB** for certificate renewals.
* Installed and configured **Debug Diagnostic tool** with IIS processes like worker process and used this tool in troubleshooting of IIS hangs and crash. Generated **IIS hang dumps and crash dumps**.
* **Server Hardening** according to compliance levels & standards, working with project teams, Global Network Operations Engineers and the Technical Support group implementing new systems as required.
* Supporting **SDLC** projects through Infrastructure Levels.
* Compliance with **Change Control Processes** and adherence to standards and documentation.
* Working experience in tool and concepts behind **DevOps**, **Agile** Methodology and **Kanban** Process.
* Responsible for reporting any (known or suspected) breach in information security or policies to the **Global Information Security Office**.
* Strong experience in mentoring team members and writing documentation.

**Company 2: Deloitte Support Services India Pvt Ltd.**

**Duration: May 2011 to Sept 2012.**

**Designation: Senior Analyst - Global Hosting Center Engineer.**

**The Job Profile is as follows**

Worked across 5 **datacenters** around US and UK. Design and support the Windows infrastructure for various clients firms of Deloitte including **Active Directory**, **email Servers**, **Backups** & ensuring that the hosted and managed services and **data center** facilities are always available.

* Actively working on **virtual** **infrastructure** **hosting** more than 5000 virtual machines.
* Setting up **internal cloud** for hosting various applications with in managed **Datacenters**.
* **Deployment**, **configuration**, **administration**, **monitoring** and **troubleshooting** of **Physical** & **Virtual Servers** using **server build process**.
* Ensured **optimization** and **performance** of the **physical and virtual infrastructure**.
* Managing recipient & **system policies** for applying various levels of restrictions.
* **Server Hardening** according to compliance levels & standards.
* Active member of Data protection Manager (**DPM**) team responsible for installation, managing backups including other applications as, Backup Exec 10 and/or Netback up and LTO tape devices.
* VMware Infrastructure administration (VMware vSphere 4.0)
* Implementation of VMotion, **DRS** and **HA** in production environment.
* Resolving various issues in Active Directory, windows environment, DNS & DHCP.
* Analyzing OS error events, logs file analyzing, monitoring system utilization.
* Administration of various backups tools like Netback up, Windows backup, Data Protection Manager with various versions.
* Patching host & ensuring their compliance according to company standards.
* Installation & configuring veam for backing up virtual network.
* Working knowledge HP rack & blade servers & HP System Insight Manager, HP onboard administrator and virtual connect manager.
* Working in Change management, Problem management & incident management for workflow analysis.
* Utilization of templates and snapshots for guest patching and customization.
* Working on Veeam Backup application for protecting the virtual infrastructure.
* As a member of the operations team day to day responsibility for the entire GHC operations and facilities and participate in "Systems Day" and other maintenance activities.
* Supporting the **SCCM** infrastructure for Deloitte for compliance and patching of servers.

**Company 3: Care IT Solutions Private Ltd.** **(Wipro InfoTech Resource partner)**

**Duration: March 2008 to April 2011.**

**Designation: System Support Engineer.**

**The Job Profile is as follows**

* Installation, configuration, administration, and monitoring of **Windows 2008/2003Active Directory.**
* Had real-time experience on design configuration, installation, troubleshooting and administration of Domains comprising Microsoft Windows Server 2008, 2003 Server.
* Creation & modification of group policies according to company standards.
* Providing access and monitoring file servers.
* Managing of Symantec **Antivirus Clients (**Versions 9, 10.0, 11.0**)**
* Administration through tools like Dam ware, LANDesk, VNC & etc.
* Performing server health checkup like CPU and disk space utilization on monthly intervals.
* Performing server recycling at scheduled intervals.
* Planning and scheduling Disaster & Recovery for backup media.

**Personal Strengths:**

* Quick learner & Self-confidence, self-assured and ambitious
* Dedication and willingness to walk the extra mile to achieve the excellence.
* Analytic and Systematic approach to problem solving and implementing solutions with right and quick decision making skills.

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DATE: (MD MOHIUDDIN)