SYED ZIA HYDER ZAIDI

Achievement-driven professional, targeting assignments as **System Support/Analyst/IT Projects Delivery and Server Support** with an organization of high repute
Industry Preference: IT industry
Location Preference: Bangalore

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Key Skills

IT Operations and Support

Server Administration

IT Governance, Risk and Compliance

Project Execution & Implementation

Client Management

Technical Support/ Troubleshooting

Change, Problem & Incident Management

Team Management

Cross-functional Coordination

Soft Skills

Adaptable
Communicator
Strategic Thinker
Collaborative
Team Player
Innovative

Profile Summary

- A goal-oriented professional with **18+ years** of experience in **IT Service Operations** entailing **Change & Incident Management**
- Prioritize incidents based on **ITSM** priority guidelines
- Experience in analyzing information system needs, **evaluating end user requirements and custom designing solutions** with skills in administering change requests and access control
- Knowledge of monitoring tools
- Delivered high-quality customer experience, elevated customer satisfaction while adhering to the **SLAs** & work processes
- A technocrat with exposure in managing projects on **server updates, upgrades, process transition & migration, maintenance and technical support;** expertise in implementing ITIL Best Practices entailing **Incident, Change and Problem Management**
- Successfully executed complete **HelpSystems Robot/Schedule – Automation of Non-User Interface/User Interface Jobs Project** with OPAL (Operator Assistance Language)
- Strong communication skills (written and verbal)
- Established cordial relationships with technical teams & clients for **resolving technical issues** and successfully executing concurrent projects within defined time and budget
- Worked on various **On-shore locations including UK, US, Sweden, Singapore and Dubai** as per client requirements
- Provides explanations and information to others on difficult issues
- **Devised corporate IT initiatives** while participating in planning, **root cause analysis** and implementation of Server Administration solutions
- **An effective leader** with capabilities in motivating teams and maintaining deliverables as per the defined guidelines along with elevation of service standards for operational excellence

Education

- **2002: GNIIT (Systems Management Certified):** Global Network Curriculum from NIIT, New Delhi
- **1997: B.Sc. (Maths)** from Chaudhary Charan Singh University (Formerly Meerut University), Meerut

💼 Work Experience

April' 21 – Present Freelance Trainer to train the fresher and experienced professionals on IBMi, iSeries – AS400, Bangalore as Senior Technical Trainer

- ❖ Introduction to IBM i (AS/400)
- ❖ IBM i (AS/400) Work Management
- ❖ Understanding IBM i (AS/400) Messages
- ❖ Objects and Libraries
- ❖ IBM i (AS/400) Work Management, Controlling Jobs, Working with Printer Output, Handling Messages
- ❖ Backup and Recovery
- ❖ Working with Devices and Communications
- ❖ System Monitoring Tasks
- ❖ System Level Security
- ❖ User Profiles
- ❖ Auditing Capabilities
- ❖ Journal Management
- ❖ Commitment Control
- ❖ Disk Management
- ❖ Problem Determination
- ❖ PTF and FIX Management
- ❖ V5R4, V6R1 and V7R1 Changes to CL

Aug'20 – March'21 with Artech Infosystems Pvt. Ltd., Bangalore as Technical Project Manager

Client: Wells Fargo India Solutions Pvt. Ltd. associated with Infrastructure Services Management as Fulfilment Manager in **EGS**.

- ❖ Assignments of multiple Infrastructure services projects in terms of NAS upgrades, Net New NAS Mount points, SAN upgrades, VMs of Cloud and Non-Cloud based Servers in terms of RAM/CPU upgrades by creating change requests through Remedy customised tool namely PAC2000.
- ❖ Responsible for coordinating activities and resources in support of technical intiatives with moderate to high risk and complexity, impacting small number of users and/or departments.
- ❖ Utilize infrastructure and application tools to monitor the health of large scale systems
- ❖ Production Support and maintenence of large-scale, business applications; troubleshoots network, hardware and software issues and solution with users and vendors; plans and leads user projects for application and hardware installations and upgrades.
- ❖ Responsiblites of resolution of complex user access and other security administration issues.
- ❖ Communicate efforts, coordinates implementation activities accross a broad range of functions and department; works with different groups to identify training needs and arrange and/or delivers training; works with teams to develop and document processes and procedures.

Jan'17 – Jun'19 with HCL Technologies Ltd., Noida as Associate Consultant
Client: Novartis Pharma AG, Switzerland & US

Key Result Areas:
- ◉ Liaised with clients & cross-functional teams to identify, define & document business requirements & objectives, current operational procedures, problems, input & output requirements and level of systems access
- ◉ Defined and aligned the technical solution based on functional requirements including specifying the customizing/technical specifications for development
- ◉ **Managed a team of 15 members** and monitored their performance to ensure efficiency in process operations
- ◉ Identify opportunities to automate routine tasks
- ◉ Identified & resolved all the issues and administered escalations, request fulfilment, Incident & Change Problem Management Process; analyzed, evaluated, maintained and reported System & Server performance and availability
- ◉ Planned, coordinated and supervised technology changes; provided technical support to resolve IT issues
- ◉ Collaborated with all departments to conduct analysis, investigation & diagnosis of root cause of problems; updated metrics for service performance and ensuring internal customer satisfaction on a regular basis
- ◉ Defined service standards and guidelines, governance structure that serve as benchmark for excellent service delivery
- ◉ Performs incident manngement, Service restoration and change verification activities

Sep'15 – Aug'16 with Software Paradigms Infotech Pvt. Ltd., Mysore as Associate Technical Manager
Key Result Areas:
- ◉ Led complete functions of projects entailing infra design, development & support; developed estimates for infra analysis and prepared strategic plans, tasks, work plans and project schedules for successful execution
- ◉ Identified and resolved issues related to systems; designed systems enhancement to achieve desired output
- ◉ Planned, designed & implemented repeatable process for Systems tools, infra and business products
- ◉ Effectively communicate awareness, issues, alert confirmations and status to team and other stakeholders

- Devised & implemented strategies to backup critical data with focus on improving cost & efficiency of restoration
- Assisted in developing & designing applications/infrastructure as per organizational IT standards
- Installed and implemented Mimix High Availability software and maintained periodic switches

Apr'14 – Sep'14 with Infinite Computer Solution (Contract with IBM Singapore), Singapore Senior System Support Analyst

Key Result Areas:
- Provided technical support to client UBS AG entailing AS400/iSeries
- Planned, tested and implemented all Server Changes such as OS Upgrades, HW Refresh & SW Fixes
- Spearheaded data back-up & restoration activities
- Recommended solutions to enhance functionality, reliability, stability & improve system performance
- Developed all AS400 system administration documents and shared the same with higher management
- Work very closely with architecture groups and drive solutions

Previous Experience

Apr'13 – Feb'14 with Eclipse Enterprises Trading FZE, Jebel Ali Free Zone, Dubai as IT Manager

Dec'09 – Apr'13 with Larsen and Toubro InfoTech Limited, Navi Mumbai as Project Leader

Oct'07 – Sep'09 with HSBC Software Development India Private Limited, Hyderabad, AS/400 Senior Systems Administrator

Jan'06 – Sep'07 with Perotsystems TSI, Noida as AS/400 Analyst - Midrange Administration

Highlights:
- Received **Good Achievements Award** in transition of the project in 2007
- Management of high priority incidents to restoration for large scale benefits and healthcare systems
- Worked as SPOC for the Project Tenet Health Care Services and created Sub-systems, Devices & Users as per the clients' request and modified the user profiles and authorisation lists

Mar'04 – Jan'06 with CSC, Noida as Associate Engineer – AS/400 System Support

IT/Technical Skills

- HelpSystems Robot Experienced
- Tandem System
- DB2/400 SQL Performance and Optimization
- IBM HTTP Server Administration

Certifications

- **2022: AWS Cloud Certified Practitioner**
- **2021: Tableau Certification: Desktop Specialist + Associate** Certification Course(Online)
- **2012: ITIL v3 Foundation Certified** from Kerros Prometric Institute, Thane with 80% score
- **2009: IBM Certified AS/400 Professional System Operator, Associate System Operator & iSeries System** Administration from Prometric Institute, Hyderabad

Professional Courses

- **Pursuing IIT Madras Masters Data Science since May 2022**
- **2022: Azure Certificate of Completion(AZ-400, AI-102, DP-900, MS-700, SC-200, SC-300, SC-900)**
- **2019: Professional Diploma in Leadership** (Online)
- **2013: RCA (Root & Cause Analysis) Workshop** Training from L&T Infotech Internal Training Dept., Navi Mumbai
- **2012: Training on Project Management System** from L&T InfoTech Internal Training Dept. through CBT Nuggets Navi Mumbai and membership of **PMI, US and PMP (Project Management Professional)**
- **2012: Training on IT Security** from L&T InfoTech Internal Training Dept., Navi Mumbai
- **2010: Professional Trainings** on IBM BRMS & AS/400 Basic System Operations in L&T Infotech Internal Training Dept., Navi Mumbai
- **2010: Training on Leadership Journeyman Junior** from L&T, Management Development Centre, Lonavala, Pune

Trainings/Workshops

- **2022: AWS re/Start graduate degree and Certification program**
- **2021: Ultimate Excel Training Course – Intro to Advanced Pro** (Online)
- **2021: Tableau Certification: Desktop Specialist + Associate** Certification Course(Online)
- **2020: Scrum Foundation Professional Certficate,** Issuer: CertiProf
- **2019: Salesforce Administration** Certification Course (Online)
- **2019: Online Course on Microsoft Azure – Cloud Computing** (Online)
- **2018: Prince2 2009 Foundation & Project Management** (PMBOK Guide Sixth Edition) Introduction, Fundamentals and the Process Groups from HCL Technologies Ltd., T2ID Internal Training Dept., Noida
- **2017: DB2/400, RDBMS, SQL/400, CL/400 in LeelaJay Technologies** from Pooja Infotech
- **2012: Splunk Workshop Training** from L&T InfoTech Internal Training Dept., Navi Mumbai

Personal Details

Date of Birth:	26th September, 1975
Languages Known:	English and Hindi
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