




Mohammed Safir

Senior Operations Analyst

Contact

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Education

(May 2015)
Bachelor of Commerce,
MUMBAI UNIVERSITY
– MUMBAI

Key Skills

Linux
● ● ● ● ● ○

AWS
● ● ● ● ● ○

Hardware and Networking
● ● ● ● ○ ○

Achievement

- ❖ Come up with a new idea that improved things.
- ❖ Received awards.
- ❖ Been complimented by your supervisor.
- ❖ Received Client appreciation for maintaining

Core Competencies

- Installing and Administering Linux/Unix environment.
- Linux file system management and Logical Volume Manager (LVM)
- Package Management using RPM & YUM Management of system security, User and Group privileges before they impact the production operations.
- Creating and increasing SWAP memory, Basic Level of shell scripting
- Scheduling/Controlling of Jobs using Cron Proficient in AWS services like VPC, EC2, S3, ELB, Auto Scaling Groups (ASG), EBS, IAM, Cloud, Route 53, Cloud Watch, Cloud Front, Cloud Trail.
- Created NAT gateways and instances to allow communication from the private instances to the internet.
- Knowledge on elastic load balancers and auto scaling groups to distribute the traffic and to have a cost efficient.
- Configured S3 buckets with various life cycle policies to archive the infrequently accessed data to storage classes.
- Possess good knowledge in creating and launching EC2 instances using AMI's of Linux, RHEL and wrote shell scripts to bootstrap instance.
- Knowledge on EBS volumes for storing application files for use with EC2 instances whenever they are mounted to them.

Professional Experience

Senior Operations Analyst

First Advantage – Bangalore, IN

May 2019

– Present

- Effectively handled the client escalations and ensured over 95% satisfaction levels.
- Verifying Document and maintaining Data
- Providing training to the new guys and taking care of their production and quality.
- Ensuring continuous interaction with clients to work on requirements for improved service levels.

Technical Support

Concentric – Bangalore, IN

SEP 2016
– MAR 2019

the quality scores

consistently.

❖ Got Internal Appreciation
mails for sustaining good
productivity.

- Responding email to customer regarding technical issue.
- Handling Customers Queries.
- Supporting customers by online chatting and giving them solution of their product in use.
- Assisting process related queries for new agents.

Declaration:

I hereby declare that the information's furnished above are true and correct to the best of my knowledge and belief. I am ready to furnish the originals of above all on hearing from you at any time.

Place :

Date :

(Mohammed Safir)

