**FAZLUR RAHMAN S**

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**CORE COMPETENCIES**

* Software Engineering
* Windows Server Management
* VMware Administration
* Server Infrastructure Management
* Application Migration
* Incident Management
* Patch Management
* Application Migration
* Agile Methodology
* Project Management

**TECHNICAL FORTE**

* **Operating System:** Windows (WSUS Server), VMware & Linux
* **Scheduling Tool:** Control- M
* **Ticketing Tools:** BMC – Remedy, Service Now, and Jira
* **Monitoring Tools:** Logic Monitor & Dynatrace
* Java, Jenkins, GitHub
* **Tools:** Eclipse, STS, and Intellij
* **Microsoft Office Suite:** Word, PowerPoint, and Excel

**EDUCATION**

* Bachelor of Engineering (B.E) in Electrical and Electronic Engineering, 2013 – 2017.

**TRAINING UNDERGONE**

* MongoDB (Completed certificate - SI Associate), 2023.
* Azure – 900, 2024.

**PERSONAL DETAILS**

* **Languages**: English, Hindi & Tamil.

**"** **Experienced Software Engineer Specializing in Java Development, Linux & Windows Administration, and Technical Support”**

**PROFILE SUMMARY**

* Dynamic professional with over **6 years** of rich experience in the IT Industry with advanced technical understanding, impacting the workplace positively.
* Proficient in **software technologies** such as J2EE, Spring Boot, Confluence, Jenkins, Git, SonarQube, Checkmarx, and SSO implementations.
* Hands-on experience in managing server infrastructure for large clients like **Wells Fargo** and **Walgreens Boots Alliance**.
* Strong background in **incident** and **task management**, following ITIL framework for efficient problem resolution, resulting in a **40% decrease** in incident response time.
* Expertise in Java, Linux, Windows, and VMware administration along with successfully managing and supporting server infrastructure for over **1000 servers**.

**WORK HISTORY**

**Wipro Technology, Chennai, India | Software Engineer | Apr 2023 – Apr 2024**

**Client:** Wells Fargo (Financial Services)

**Technologies:** J2EE, Confluence, Jenkins, Git, SonarQube, Checkmarx, Vmware, Jira

* Completed UAT and SIT deployments within the given timeline.
* Documented processes and procedures in Confluence for future reference.
* Implemented Single Sign-On (SSO) methods in the code for enhanced security.
* Reduced system vulnerabilities by 50% through code improvements and security updates.
* Achieved 99.5% system uptime and maintained 95% compliance with daily patches and updates.
* Led the migration of 5 major applications, and improved deployment efficiency by 30%.
* Migrated legacy applications from Java-8 to Java-11.
* Upgraded applications from Spring-to-Spring Boot.
* Created monthly income reports for the billing team to track financial gains.
* Deployed applications across various environments (UAT, SIT, Prod).
* Managed code versioning and deployment using Git, service.yml, and manifested files in the cloud.

**Tata Consultancy Services, Chennai, India | Application System Engineer | Mar 2018 – Jan 2023**

**Client:** Walgreens Boots Alliance (Investment & Retail Holding)

**Technologies:** Windows 2008,2012,2016,2019 server, Linux, WSUS, SCCM, Control-M, BMC-Remedy, Service-Now, Logic-Monitor

* Installed and configured Windows servers (2008 R2, 2012 R2, 2016, 2019).
* Patched Windows servers using SCCM and WSUS tools.
* Supported and monitored critical jobs (Control-M) in L1/L2 production environments.
* Configured volume groups, and logical and extended volumes for file systems.
* Installed and configured RedHat 5.x, 6.x, and 7.x operating systems.
* Resolved L2 production issues and managed inbound and outbound file transmissions.
* Worked with BMC ITSM and CMDB solutions, following ITIL framework for incident, task, problem, and change management.
* Maintained 95% (N-2) compliance with daily anti-virus updates and patches.
* Provided L2 production support, prioritizing SLAs and preparing SOPs and procedures.
* Collaborated with different teams to resolve production issues, ensuring seamless operations.
* Successfully converted all legacy Windows 8 systems to Windows 11.
* Achieved a 98% incident resolution rate and reduced response time by 20%.
* Improved server uptime to 99.5% through effective monitoring and patch management.
* Led server configuration and patching for over 1,200 servers, ensuring high availability and security compliance.