**Sabbir Hasan**

**Contact:** (929) 372-4369

**Email:** sabbir.khasan12@gmail.com

**Summary:**

* Having professional experience in IT Support and System Engineer.
* Extensive experience in setting up and maintaining Domains with Active Directory services in Windows Server 2003/2008/2012/2016/2019 for single or multiple domains.
* Proven experience is supporting (L3) Windows Operating Systems, AD DS, DNS, DHCP, System Center Products and other enterprise applications.
* Experience is assisting L1 and L2 support teams in resolving Enterprise critical issues and involving Network/DB/Storage Admins, whenever required.
* Experience in Installing and Configuring Hyper - V, SCVMM, vCenter, VMware vSphere, ESX/ESXi Server and Virtual Machines.
* Experienced in Hyper-V and ESXi Architecture, guest OS installation, setting up VM properties, Templates, and Snapshots; Created various VM and VApp Templates and created VMs from Templates.
* Hands-On experience in Patching servers with WSUS, VMware update manager and Dell, Windows Server Cluster-aware Updating.
* Proficient in setting up, configuring, and maintaining Jenkins servers for CI/CD pipelines.
* Experience with Jira Software, Jira Service Management, and Jira Core for managing workflows, user permissions, and issue tracking.
* Experience in with Virtualization technologies like installing, configuring, VMware, vSphere. Creation, management, administration and maintenance of virtual servers and clients.
* Executed various P2V and V2V conversions using VMware Converter, Plate Spin Migrate, VMM and Disk2VHD with Hyper-V.
* Active Directory Services, DNS, Lync Administration, Power Shell in a very large network.
* Expertise in Active Directory design and support (Group Policy Object (GPO), Active Directory (AD) Schema, Organization Unit (OU), LDAP, Sites, Replication, etc.)
* Expertise in the area of Virtualization with Hyper-V, System Center VM Management, vSphere, VMware ESXi 5.5/5.1/5/4.5/4/3.5, and Virtual Center server.
* Extensive experience for access provisioning to create and modify accounts to include adding Roles, password resets, trouble-shooting and handle escalations for Active Directory, Exchange, RACF, AS400 and SAP.
* Vast experience troubleshooting issues with Outlook, Exchange server, ActiveSync and OWA. ensure this process occurs in a timely manner each DRA Server will cache a limited number of properties about all AD object types supported by DRA
* Experienced in managing Active Directory, DNS, DHCP, Print Servers, IIS Web Servers, File Servers, DFS.
* Experience in administering SQL Server 2005 and 2008 & R2, SharePoint 2007 and 2010, MS Exchange 2007/2010/2016 and O365 troubleshooting.
* Proficient in using Jira for managing agile projects, sprint planning, backlog grooming, and tracking project progress.
* Experienced in performing application/software deployment automations using MS System Center Configuration Manager; SCCM 2007 R2 and SCCM 2012 R2 SP1.
* Experienced administering Windows Servers, AD, DNS, Hyper-V and SCVMM using PowerShell.
* Proficient in troubleshooting SQL server 2005 and 2008R2 issues.
* Ability to handle Windows server 2003 & R2, 2008 & R2 and 2012 & R2 servers.
* Knowledge of EMC and Tivoli Storage Manager for backups
* Experience in configuring, managing and supporting HP DL series and Dell PowerEdge servers.

**Technical Skills:**

**System Administration:**Windows Server 2008 R 2/2012/2016/2019, Windows 7, 10, Active Directory, SCOM, GPO, AGPM, DHCP, DNS, Backup & Recovery, Veeam Backup, File & Print Server, IIS (Web Server), WSUS, Network/IP Configuration, Office 365, Datacenter experience, Dell server’s configuration, Networking (IPv4 and subnetting, VLANs), Mobile User VPN, Desktop Support, Printer maintenance, Secure Printer.

**Microsoft Office Suite:** Proficient in MS Office applications including Excel, Word, PowerPoint, and Outlook for business productivity.

**VMWare:**VMware ESX/ESXi 5.0/5.5/6.0/6.5/6.7, 7.1, vCenter server and appliance, Site Recovery Manager (SRM), vSphere Replication, vSAN, vCenter Operations Manager vROP’s AirWatch.

**Storage:**NetApp, EMC Clarion, Vmax, Free NAS.

**Storage Technologies:**RAID, NAS, Storage Area Networks (SAN).

**Active Directory:** Skilled in managing and maintaining Active Directory, including user and group management, GPOs, and domain controllers.

**Backup/Monitoring:**Windows Veritas NetBackup/restore, Symantec NetBackup 6.5,7. X, Veeam.

**Education:**

**Bachelors of Science Computer Science**

John Jay College of Criminal Justice, NY, 2016

**Experience:**

**John Gore Organization, New York, NY Oct 2022 to Current**

**Sr. Active Directory Engineer/Systems Engineer/VMware Admin**

**Responsibilities:**

* Managed the overall administration of Windows System applications.
* Provide day to day support for Active Directory infrastructures.
* Troubleshooting AD related issues (DNS, Replication, server and User related issues).
* Troubleshooting AD user account lockout issues.
* Troubleshooting on AD trust related issues and Active directory permissions.
* Creating group policy objects as per security requirements.
* Identifying and cleaning stale records in AD environment.
* Led Agile project management using Jira, ensuring efficient sprint planning, backlog grooming, and issue prioritization across multiple teams.
* Identifying uncertain AD groups and cleaning up accordingly.
* Administer the working of Microsoft Exchange and provided support for any server related issue.
* Performed daily system monitoring, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
* Perform regular updates and patch management to keep the VMware environment secure and current with the latest features.
* Web Server Administration -IIS. Managing IIS 7.0/IIS 8.0/10.0 Web servers and hosted web sites.
* Part of team managing IAM through Active Directory and Sail point with Radius server.
* Supported customers on various implementation of Windows Azure AD, MS office 365, Azure Single Sign On, and On-premise, Single Sign On, Windows Azure Saas, Iaas, and Paas.
* Expertise in writing Jenkins files to automate build, test, and deployment processes using Declarative and Scripted Pipelines.
* Responsible for applying security updates and patches on servers.
* Experience troubleshooting skills in a Windows 2016 environment - Event log analysis, installation and administration of Windows Server 2016/2019, including user setup and defining roles, performance tuning, backup and restore, security monitoring, registry for the Application Specific Servers.
* Collaborate with cross-functional teams to integrate VMware solutions seamlessly with existing IT infrastructure, enhancing overall system functionality.
* Expertise in configuring and managing Dynatrace APM to monitor application performance, user experience, and service-level objectives (SLOs).
* Work closely with cross-functional teams to understand their requirements and deliver effective GCP solutions.
* Conduct training sessions and workshops to enhance team members' knowledge of GCP technologies and best practices.
* Manage and maintain the Office 365 environment, ensuring seamless integration with other enterprise applications and services.
* Implement and maintain robust backup and recovery solutions for Linux systems, ensuring data integrity and availability in the event of system failures.
* Integrate Cisco UCS with various virtualization platforms and storage solutions, ensuring seamless operation across the entire IT ecosystem.
* Implement robust security controls and policies within VMware environments to safeguard sensitive data and meet regulatory compliance requirements.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
* Active Directory Services, Active Directory Group Policy Objects (GPO), Group Policy Management Console (GPMC), DHCP and DNS.
* Take backup of group policies from production ADDS servers and configure the same in Test environment using power shell scripts
* Integrated Jira with GitHub and Jenkins to track code changes, build status, and deployments, ensuring end-to-end traceability of development processes.
* Vulnerability management and mitigation by applying required patches using SCCM. Manual configuration changes for Vulnerability Mitigation.
* MDM operations (registration, wipe, retirement, label assignment), internal apps installations, testing of new versions of mobile device operation systems.
* Experienced in implementing and managing CI pipelines in Jenkins, ensuring smooth, automated code integration.
* Experienced with all types of Deployment Tools including SCCM, Soft Grid and Altiris.
* Experience automating tasks using PowerShell.
* Configure Endpoint Policies on Symantec Endpoint Protection Manager.
* Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to appropriate media, media is recycled and sent off site as necessary.
* Configure and manage network interfaces, routing, and firewalls on Linux servers to ensure reliable and secure network connectivity.
* Experience in utilizing Dynatrace's distributed tracing for identifying performance bottlenecks and ensuring end-to-end visibility of transactions.
* Maintained Active Directory computers & user accounts.
* Regulated troubleshooting for the two tiers support of the system.
* Coordinated with the external agencies to resolve any upgradation issues of the system.
* Served as first level for client interface by providing solutions.
* Created migration plan to assist technical staff in performing mailbox moves.
* Troubleshooting Mail flow Issues, performance issues, Outlook issues.
* Coordinated with engineering and development teams in implementing and executing the future design of messaging environment as a part of technology convergence initiative.
* Communicated to end-users, management, and any call/problem tracking system regarding status of reported problems/projects.
* Stay updated with the latest VMware security advisories and promptly apply necessary patches and updates to maintain system integrity.
* Design, deploy, and manage Azure infrastructure, including virtual networks, virtual machines, and storage solutions.
* Ensure high availability and scalability of Azure resources by implementing best practices and monitoring performance.
* Managed domain controller security - AD, Group Policy, DNS, DHCP in Windows Server Environment
* Implemented large-scale Active Directory/Exchange, Lync configuration, migration.
* Worked on OS upgrades in Windows Server 2008 environment to Windows Server.
* Provided Active Directory Management and Support at Enterprise level.
* Provided support and administration of the Active Directory (AD) in a Windows 2008/2012/2016/2019 Server distributed environment.
* Continuously monitor and analyze performance metrics to identify bottlenecks and areas for optimization within the VMware environment.
* Provide technical support and troubleshooting for Office 365-related issues, ensuring minimal disruption to business operations.
* Implemented CD pipelines in Jenkins to automate application deployments to multiple environments (e.g., dev, staging, production).
* Created Jira dashboards and custom reports for stakeholders to track project progress, sprint velocity, and issue resolution times, providing actionable insights.
* Spearhead cross-functional initiative to implement ITIL framework.
* 24x7 on-call rotation for support of production systems and trips for trouble shooting.
* Creating, updating and managing project documentation.
* On daily routine helping remote and local users for Desktop, Email and Printer related issues
* Resolving all Level 2 tickets on daily basis using by Zen Desk ticketing system
* Installed and configured and Standard PDF software configurations for Local and remote users

**Northwell Health, Lake Success, NY Sept 2019 to Sept 2022**

**Senior System Engineer/VMware Engineer**

**Responsibilities:**

* Installing VMware vSphere 6.0, 6.1 and created virtual machines on ESX 5.1, 5.5Servers. Created standard images and deployed servers from the images.
* Worked on Central Management Server (VCenter Server) to manage all the ESX hosts in the datacenter.
* Creating and managing Virtual Machines and Templates. Working with snapshots of Virtual Machines.
* Designed, installed and configured Win 2003, 2008, 2012 servers in Enterprise Environment.
* Designed and implemented the enterprise Windows 2003, 2008 Active Directory & GPO’s.
* Installed and supported SQL Server 2003,2008.2012,2016.
* Windows 2003, 2008, 2012 Server Maintenance and builds.
* Install & Support Web Servers, FTP Servers, File and Print Servers.
* Maintained networking devices and various servers’ hardware & software.
* Manage and configure Linux servers to ensure optimal performance, stability, and security.
* Scripting languages (PowerShell, Python, Perl, Bash) Experience developing and deploying embedded IT infrastructure software.
* Wrote and maintained Jenkins files using Declarative Pipeline syntax to automate the build, test, and deployment of microservices to AWS and Kubernetes.
* Implement and manage Azure Active Directory (AD) for identity and access management, ensuring secure authentication and authorization.
* Led the migration from Trello to Jira, training teams on the new system and ensuring a smooth transition with minimal disruption.
* Proficient in monitoring cloud environments (AWS, Azure, GCP) and services using Dynatrace to track cloud infrastructure, containers, and serverless functions.
* Integrate Office 365 services with third-party applications to enhance functionality and streamline workflows.
* Performed installations and testing of upgrades and patches before final implementation in the active network.
* Implement and enforce security best practices on Linux systems, including the configuration of firewalls, SE Linux, and other security mechanisms
* Develop and implement scalable Cisco UCS architectures to support organizational requirements.
* Defined and implemented system and network administration services.
* Defined and implemented backup service levels.
* Responsible for facilities management, liaison with vendors and training for end users on various platforms and for various applications.
* Responsible for documentation of processes and changes in the network on a day-to-day basis.
* Supported daily administered of SCCM including client health, software and operating system deployment and all required reporting.
* Deploy SCCM Server upgrades and patches.
* Manage VDI environment using VMware Horizon View Client.
* Involved in designing both internal and external VMware View 4.5 & 4.6 VDI solutions to customer base.
* Deploy and manage VMware horizon view on CISCO UCS for VDI deployment and failover clustered Hyper-V environments.
* Integrated Jenkins with GitHub to automatically trigger builds on pull requests and commit pushes, ensuring faster feedback loops and smoother code integration.
* Monitor and analyze Azure resource usage to identify opportunities for cost savings and optimization.
* Provide training and support to end-users, promoting the effective use of Office 365 tools.
* Design and implement network solutions that integrate seamlessly with Cisco UCS, ensuring optimal performance and reliability.
* Collaborated closely with cross-functional teams to analyze business requirements and devise tailored Office 365 solutions that streamlined workflows and enhanced productivity.
* Continuously monitored the health and performance of Office 365 services, proactively identifying and resolving issues to uphold service level agreements (SLAs) and deliver optimal user experience.
* Manage and administer Veeam Backup & Replication infrastructure to ensure reliable data protection and disaster recovery capabilities across the enterprise.
* Managed and Monitored availability, performance and disk/CPU usage of servers.
* Performing backups of data on the servers as well as network backups.
* Monitor various aspects of server like health; file systems, logs using tools like BMC patrol, Tivoli, and Net view.
* Assisting customers and end users with hardware, software application & network connectivity issues.
* Installing various applications, performing OS tuning and configuring IP networking parameters.
* Actively participated in migration from Windows server and application updates.
* Worked on building, configuring and maintaining the solutions utilizing VMware, Automation and VMware NSX.
* Troubleshooting of file system issues with remote servers via telnet and putty.
* Coordinated with cross-functional teams to ensure that Jira issues were correctly linked to corresponding Git commits, build pipelines, and deployment tasks.
* Performed tape and library management of daily, monthly and incremental backups.
* Participated in installation of Tivoli Management Framework.
* Creation of profiles, profile manager, task configuration and execution with ITM 5.1 6.2 package.
* Configuration of Active Directory, Event Pro, Outlook to desktops and laptops and mapping them to host server.

**America Tech, Silver Spring, MD Jun 2017 to Aug 2019**

**System Engineer**

**Responsibilities:**

* Determine business requirements; analyze, design, configure, troubleshoot, and install complex software and hardware systems, operating systems and utilities
* Responsible for developing architecture and plans to provide corporate direction
* Coordinate with business, plan server migrations to a trusted domain using Dell (Quest) Migration Manager for Active Directory.
* Support business in troubleshooting all migration related issues, including SQL, Kerberos authentication related issues.
* Worked on migrating Windows 2003 SQL cluster migrations to a trusted domain.
* Worked on rebuilding Clusters build on Windows 2008 r2, Windows server 2012 and Windows server 2012 r2.
* Migrated SharePoint, MBAM servers across domain and ensured full functionality to the end-user.
* Built a Hyper-V 2012r2 Farm to consolidate the Hyper-V environment by migrating Virtual machines from 3 different Hyper-V farms/storage to the new storage for the new Hyper-V farm.
* Worked on Windows Server 2008 r2 Hyper-V core installations, Windows server 2008 r2 Hyper-V Full installations, Windows server 2012 Hyper-V full installations and Windows server 2012 r2 Hyper-V full installations
* Manage storage resources in VMware environments, including SAN/NAS integration, datastore provisioning, and storage policy configuration.
* Plan and execute migrations to Office 365 from on-premises or other cloud environments, ensuring minimal downtime and data integrity.
* Collaborate with cross-functional teams to design and implement Office 365 solutions that meet business requirements.
* Configure and manage Azure Cost Management and Billing to track expenses and allocate costs accurately.
* Optimize storage performance and capacity utilization through techniques such as thin provisioning, deduplication, and compression.
* Managing Hyper-V Virtual machines using SCVMM 2008r2, SCVMM 2012 and SCVMM 2012r2
* Set up a new SCVMM 2012r2 environment to manage all the Virtual machines that had been migrated from Hyper-V farms on a trusted domain.
* Automated unit and integration testing using JUnit and Selenium in Jenkins, ensuring that only stable code was deployed to production.
* Experience with Dynatrace Log Monitoring to collect, search, and analyze logs from various sources, ensuring correlation with application and infrastructure performance.
* Worked with SQL teams to rebuild Windows 2008r2 and Windows server 2012 SQL clusters on the trusted domain to ensure a seamless transition for the users connecting to the Enterprise SQL databases
* Performed various application deployments using SCCM 2007 R2 SP3 and SCCM 2012 R2 S1
* Played my role in migrating the existing SCCM 2007R2 infrastructure to SCCM 2012R2 using the Migration tool in the Administration tab of SCCM 2012R2 Console to copy over the Collections, Application/Driver and OS packages; Distribution point Migration.
* Managed the tracking and resolution of system incidents using Jira Service Management in a large-scale, multi-environment infrastructure.
* Develop and maintain disaster recovery plans for Azure-based services, ensuring business continuity.
* Stay informed about the latest security threats and Azure updates to proactively address potential risks.
* Develop and maintain disaster recovery plans for Office 365 services, ensuring business continuity.
* Stay updated with the latest security trends and Office 365 updates to proactively address potential threats.
* Troubleshoot network and storage-related issues within VMware environments, collaborating with network and storage teams as needed.
* Provide technical assistance and problem resolution to clients for enterprise applications.
* Actively pursue new technology knowledge, training and proactive problem resolution.
* Plan and coordinate medium projects and direct others to project completion. This includes leading project meetings, task management, estimating, project timelines, and resource allocation, prioritizing work, and managing the project as assigned under periodic review.

**Credit Suisse, NY Aug 2016 to May 2017**

**Technical Assistant**

**Responsibilities:**

* Troubleshoot computer/network, Internet and email problems for users.
* Assisted in the setup and deployment of servers, switches, routers, and firewalls in accordance with company standards and best practices.
* Responded to service tickets and requests, diagnosing and resolving issues related to network connectivity, hardware failures, and software glitches.
* Proficient in creating documentations using MS Visio.
* Setup and maintenance of new infrastructure of Printers and workstations.
* Perform troubleshooting of operating system and software infrastructure issues.
* Coordinating with different department and performing software and hardware updates.
* Backup user data and re-image workstations and ensure complete functionality for users on new workstations.
* Created requests for proposals, developed technical specifications for electrical materials and products for various bids and identified potential suppliers.