**Nadia Fatima**

**Phone:** +91-9703135175

**E-Mail:** [**nadiafatima20@gmail.com**](mailto:nadfatim@in.ibm.com)

**PROFILE SUMMARY**

* Good experience of around **10.6 years at IBM and around 11 months at Kyndryl Pvt.Ltd** in various roles/technologies like **Microsoft Office365 & Microsoft Exchange, Windows Active Directory, Azure AD Admin & Quality Analysis.**
* **Total relevant experience is 11 years and 5 months.**
* Currently working at **Kyndryl India Pvt.Ltd**
* Mainly looking for **technically challenging role.**
* Proficient in steering the successful roll-out of project operations with answerability of defining scope, setting timelines, analyzing requirements, prioritizing tasks and identifying dependencies as per preset budgets
* Hands-on experience of working as a member of the team engaged in managing system administration to adjust, maintain, improve performance and investigate security issues & root causes of system failures
* Comprehensive knowledge of various technology, software/ tools like **Microsoft O365 & Exchange, One drive, Teams app, Service now & Maximo ticketing tool, Incident Management, Change Management and Problem Management.**
* Skilled in providing customized solutions to clients using appropriate techniques for additional business avenue
* A result-oriented individual with strong analytical, negotiation, communication, interpersonal and organizational skills
* Over 5+ Years of Experience in Azure Active Directory,Active Directory and Windows Administration.
* Manage Identity Access management of Azure Subscriptions, Azure AD, Azure AD Application Proxy, Azure AD Connect, Azure AD Pass through Authentication.
* Having experience Configuring and managing AzureAD Connect, AzureAD Connect health, Microsoft Azure Active Directory.
* Provided guidance in the planning, gathering requirements, recommendations and implementation of data migration to Office 365.

**KEY SKILLS**

***~Microsoft office365 admin ~Security & Asset Risk Management ~Exchange***

***~Ticket quality audit ~System Administration ~Incident Analysis***

**WORK EXPERIENCE**

***Career History : with IBM India Pvt. Ltd***

**Projects Handled** :

**1. MS Office 365 & Exchange**

**Job Role** : Microsoft Exchange/Office 365 Specialist and Quality Analyst

**Description** :

* Provide process trainings to new hires/team.
* Proficient in handling the Incidents, Problem and Change tickets.
* Provide access to users, create/manage shared mailbox, user mailbox & distribution lists.
* Work on reducing the impact of spam/suspicious emails delivered to users.
* Perform ticket quality audit review for Incidents/problems/change records & publish the reports every week.
* Actively aware of and support new business requirements
* Participate in governance and reporting to ensure account maintains green delivery posture throughout the year.
* Take many initiatives through the year that would help to be competitive in the market, improve the delivery quality, reduce delivery cost.
* Maintain best in class quality service to ensure customer delight.
* Act with pro-activeness to ensure customer IT environment is stable and healthy at all time and respond to customer requirements with utmost urgency and sensitivity.
* Participate in team discussions and contribute by sharing ideas and taking initiatives that would add value to customer, organization, team and other stakeholders.
* Look for scope to improve processes and work towards making these processes robust, error free and flexible for daily use.
* Ensure availability to the business and be an owner of given responsibilities
* Comply will all Organizational/ Business requirements without deviations.
* Performed various activities like working on tickets & finding out ways to improve the quality & reduce the Incidents count.
* Prepare process documents for all the technical process updates.
* Implement Agile methodologies to constantly improve the delivery and better team collaboration for fastest results and best resource and project efficiency possible.
* Organised meetings with clients/team to provide process updates
* Conducted external & internal audits while coordinating with auditors
* Providing Inputs to the management with any potential threats and providing awareness in the team for any malicious attacks
* Performing a daily check on the security and publishing the reports to the Management
* Effectively working with different teams for the improvement in the system and giving the valuable inputs
* Conducts the training for the new hires and making them understand the system policies and helping them as and when required.

**2. Job Role** : Windows Active Directory and Azure AD Admin

**Description** :

* Developed a migration approach to move workloads from On-Premises AD to Windows Azure or develop new cloud-ready application solutions.
* Designing, Configuring and maintaining Active Directory Services on Windows Server 2003, 2008, 2012 and 2016 Domain controller.
* Install and Manage security reporting tools to monitor any Active directory changes . Plan and manage all the migrations and upgrades related to Active Directory and Domain controllers .
* Planning, creating and managing AD group policy Templates and Policies Administration, Operating System security Patches Upgrade Procedure for secure computing and network environment.
* Managing Microsoft Identity Management products (Active Directory, Active Directory Federation Services, and Azure, AD Connect, Office 365) serving as an enterprise-wide directory.
* Managing Identity Access management of Azure Subscriptions, Azure AD, Azure AD Application Proxy, Azure AD Connect, Azure AD Pass Through Authentication
* Creating and managing application integrations for identify and access management. Having Experience of Creating conditional access policies Multifactor authentication (MFA), resetting MFA and resolving the MFA issues.
* Familiarity in the following areas: single sign-on, enterprise directory,resource provisioning, role-based access Control, user lifecycle.
* Primary responsibility for the Active Directory Administration to provide strategic and tactical direction for the Active Directory Services, Identity and Access Management, Roles Based Access Control and Segregation of Duties
* Servers Health Check and performance monitoring for all the Wintel servers.

**Projects Handled:**

**3. SARM (Security & Risk Management)**

**Title:** Security & Risk Asset Management (GTS Global Technological Services)

**Role:** **System Administrator**

**Description:** The project is mainly related to administration activity. Controlled the access privileges of various users and created live meetings. addressed their tickets based on priority. Facilitated deployment of re-usable IDs part of GIAMA (Global Identity and Access Management Project).

**Key Result Areas:**

* Monitor the entire systems network and take necessary actions on any alerts triggered
* Provisioning and de provisioning user access in various platforms and applications including servers and databases
* Performing the Risk analysis and vulnerability test to avoid potential threats
* Provisioning and revalidation of Network security, Risk and Compliance
* Facilitating the designing, administration, implementation, and maintenance of the Security and Risk Management solution infrastructure
* Perform Annual Information Security/Business Controls/System Access Controls Reviews and Updates
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels; taking escalations for resolving critical issues; ensuring delivery & business continuity
* Perform compliance audit and help the organization meets its quality standards and performance goals
* Create/Update Security document based on customer inputs.
* Review customer security policy change requirements and advise on the impact to delivery of implementing the requested change
* Handled Priority Incidents and performed task over the conference calls on priority basis to get the system up and running
* Worked on various platforms like Linux, AIX, Windows, AS400 and Mainframes.
* Performed RCA on critical incidents and implemented the changes as required.

**4. Description :** Executed project for electronics based company with multiple service lines

**Role:** Quality Analyst

**Description:**

* Administering defect prevention process to identify and mitigate the defects in a project
* Monitoring various activities like performing ticket quality audit & reporting to the stakeholder; performed
* e-mail analysis and incident analysis for all service lines on a weekly basis.
* Implemented RCA preventive action deployment for respective projects.
* Prepared service improvement plans on a weekly basis; identifying and nominating unique solutions for global clearing house
* Gathering customer requirements by organising weekly customer meetings; focusing on deadlines and deliverables as well as analysing process defects

**EDUCATION**

* B.Tech. (EEE) from Shadan College of Engineering and Technology, Hyderabad in 2010

**CERTIFICATION**

* Sharepoint certification
* Lean Six Sigma Green Belt Certification (Internal)

**TRAINING COMPLETED**

* Microsoft 365 & Exchange
* Completed training in ITIL
* Agile methodologies
* One drive training

**TECHNICAL SKILLS**

* Expertise in Microsoft Office 365 & Exchange
* Ticketing tools – Maximo & Service now
* Project Management Methodologies: Agile, Quality tools
* Linux, Mainframes, Windows, AS400

**PERSONAL DETAILS**

Name : Nadia Fatima

Date of Birth: 21st September 1989

Nationality : Indian

Location Preference: Hyderabad