**SABA SHAIKH**

R-78, R. B. Chandorkar Marg, Agripada, Mumbai-40011

E-mail:sabashaikh6592@gmail.com

Mobile: 9967360673 / 9967404351

**Career Objective:**

To attain perfect skills in latest emerging software tools and to serve the organization with highest dedication and sincerity that will propel my career into the world of Global IT Industry.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Completion Year** | **University / College** | **Percentage %** |
| MCA | 2017 | Mumbai University | 64 |
| BSc computer science | 2013 | K. C. College | 69 |
| HSC | 2010 | Mumbai University | 71 |
| SSC | 2008 | St Joseph's High School | 81 |

**Certification:**

**ITIL V3** certified in 2015

**Career Highlights**

* Professional experience in Linux system Administration, Redhat 5, 6 and 7.
* Currently working with Atos Global IT Solutions Mumbai, as Linux system administrator since Oct’ 2013.
* Promoted as SPOC for AONL customer.
* Technical knowledge & proficiency in Linux, Microsoft Windows Server platform, System administration, Configuration, Installation, troubleshooting of Servers, Windows (All versions) and the willingness to learn and effectively apply new technologies.
* Creating user accounts & assigning security right to them, hands on experience with UNIX/Linux based proxy server.
* Good command on LINUX operating system.
* Possess comprehensive business and technical skill set for handling large scale delivery assignments for various platform/technologies coupled with established credibility in Systems Administration, providing domain support for managing operations round the clock.
* Acknowledged trouble shooter and a key decision maker with well-honed skill set in collaborating with cross-functional teams and deploying technology to build successful solutions.
* Ability to Learn and adapt New Technologies in short time.
* ITIL certification and hands on experience.

**Professional Experience**

***Atos Global IT Solutions and Services Private Limited October 2014 – present***

***Associate Consultant***

**Roles and Responsibilities:**

* Maintaining and supporting installation, configuration & management of RHEL OS 5/6/7.
* Multi-Customer support for Incident, Change and Problem management with ITIL Practice for offshored customers of Netherlands, Belgium, France, Germany, UK and North America within agreed SLA.
* Handling crisis and participate actively in crisis for resolving OS issues.
* Escalating and coordinating issues wherever required to higher technical level for resolving issues within SLA.
* Installing software, patching with latest kernel versions & packages, upgrading and maintenance of operating system by yum installation, BSA blade logic & through ansible.
* Managing secure remote access Linux Servers using SSH.
* Installation, configuration & monitoring servers using Nagios.
* Monitoring server hardware, handling faulty part replacement and running diagnosis.
* OS hardening and troubleshooting.
* Configuration of FTP and remote applications like ssh, scp, telnet.
* Working on VMware, creating snapshots, configuration & management of servers.
* Knowledge of Vcenter, HA and SRM concepts in VMware.
* Knowledge of Networker, Commvault & Veritas Net backup concepts.
* Knowledge about different storage devices i.e. SAN, NAS etc.
* Setting up password less login between two servers for specific user.
* DNS, DHCP, SAMBA configuration and management.
* Creating printers and Troubleshooting Printers issue (CUPS)
* User management on LDAP servers also providing sudo access through Xming.
* Creating & Extending file system on VxVM.
* Managing file system using LVM.
* Working on Service Now & other ticketing tool.
* Participate in root-cause analysis of recurring issues through Problem management, Work proactively on capturing trends and preventing incidents where possible by understanding critical alerts and doing problem management.
* Weekly meeting with customer to discuss the weekly Issues.
* Rotate logs and take backup of logs in the different server/External Disks
* Creating shell script and modify script as per requirements.
* Responsible for creating, configuring file systems and file system attributes, such as permissions, encryption, access control lists (ACL), and network file systems.
* User management - Creating, maintaining, and removing users and groups. Security settings on user accounts and group
* Maintaining scheduled process through CRON.
* Hands on experience on Failover tests for Clusters, Hands on Experience on virtualization / cluster troubleshooting.
* Monitoring Network and system performance like CPU, Memory, Disk and swap space using system utilities.
* Creating and maintaining user accounts, profiles, security, rights, disk space and process monitoring
* Creating new file systems, mounting and unmounting file systems disk drives using FDISK.
* Installing Package management by using RPM & YUM tools in Linux
* Troubleshoot network connectivity used ping, if-config and setup commands.
* Vendor management – Coordinating with different vendors like Redhat, Dell and HP.

***Atos India October 2013 – October 2014***

***Systems Engineer***

**Roles and Responsibilities:**

* Telco Bridge E-plus mobile networking services from Germany
* Working on UNIX commands, server maintenance activities.
* Providing TAT reports, status reports to the client.
* Hands on with SDM Service Desk Manager Atos tool, EDPP, Paladin doc WI etc.
* Ticket Management.
* SLA & Workload managing across different applications and Ensuring applicable contracted service levels are met.
* Knowledge of Incident.
* Knowledge of telecom domain.
* Solving L1 and L2 level Incidents
* Working as officer of the Shift (OOTS) to lead the team of 11-16 during the shift.
* Taking daily huddle call with the team to get the inputs and to know the status of the shift.
* Interaction with All the teams at global level to give and get the updates of the ongoing process.
* Technologies Used : Linux, AIX, Solaris, HPUX, Putty, HPBSM, WebLogic, Oracle, , Microsoft SQL Server, BAM
* User Management - Creating, maintaining, and removing users and groups. Security settings on user accounts and group

**Core Competencies**

* Proficiency at grasping new technical concepts quickly & utilizing it in a productive manner.
* Well Acquainted with ITIL process and work with a procedural way for incident, problem and change management.
* Can effectively communicate with clients on email and audio calls for resolving the issues.
* Worked with International Clients based in UK and NL.
* Believes in continuous learning and possesses an innovative approach.
* Possess analytical thinking and innovation & problem solving ability.
* A quick learner with the ability to work under pressure and meet deadlines.
* Very flexible and can work independently as well as in a team environment.

**Achievements**

* Awarded as Accolade Champagne- Spot Award for going extra mile being proactive, extra commitment and extra efforts in completing project assignments.
* Felicitated at K. C. College during graduation with scholarship of Rs 10,000/- for excellent academic performance.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place: Mumbai Saba Shaikh