**SYED AZHER ALI**

**Address:** House no. 12- 2- 725/ 32/1, Mehdipatnam,

Hyderabad, Andhra Pradesh. India .P.O. Box: 500028.

**Mobile no:** (+91) 9642240903 **Email:** syedazherali1@gmail.com

**PROFILE:**

An IT professional capable of quickly adapting to changing environments, flexible and a committed individual with excellent communication skills. Have core competencies and work experience in IT End user support for Hardware and software for 10 years.

**PROFESSIONAL EXPERIENCE**

**Information Technology Support Analyst**

**Deloitte Consulting India Pvt. Ltd. October 2015 to Present**

**Role**

Senior Analyst IT Support –Level III

**Position**

Administrative, Technology (IT Support Service-End User Support) Hyderabad India

Illustrative Duties and Responsibilities:

* Providing PC/MacBook hardware and software deployment and support. Activities include technical request, configuration, deployment, and technical support of all standard hardware/software applications including internally developed and off the shelf soft wares.
* Provide asset management and tracking of hardware and software.
* SCCM Installation and configuration of firm-standard images on desktop and laptops
* Providing after-hours emergency support on a rotational basis as outlined per ITS service level agreements.
* Mobile Device Management and support; activities include End user guidance and recommendations, activation, account modifications, configuration, testing, problem identification and resolution.
* Grow relationships with business users at all levels in the organization. Promotes ITS services, engage customers to understand business needs and maintains ownership for problem resolution. Maintains other technology related updates to enhance the customer relationship.
* Adhering to existing processes. Documents problems and resolutions for knowledge bases, original equipment manufacturer (OEM) vendors, and **Service Now** tickets. Adheres to policy and Service Level Targets (SLT’s) through accurate recording of service activities, asset transactions, data retention, and PC compliance activities. Performs password resets and workstation management in Active Directory.
* Perform other job-related duties as assigned.
* Assist infrastructure teams (LAN, WAN, Telephony & AV) where local hands on activities are required.

**MS SQL Server DBA / Symantec Backup Exec 2012 Admin October 2013 to July 2015**

**CtrlS Datacenters Ltd, Hyderabad**

* Installation and Configuration of SQL Server 2005, 2008, 2008 R2 and 2012.
* Monitoring and Troubleshooting SQL Server related issue.
* Checking OS Event Logs and SQL Server Logs for Unusual Events.
* Expertise in Database Administration on Production Servers with server configuration, performance tuning and maintenance with outstanding troubleshooting capabilities.
* Strong technical background along with the ability to perform business analysis and write effective documentation and specifications.
* Experience in Disaster Recovery Planning and Security Management operations.
* Proficiency and expertise in SQL Server Replication, Backup/Recovery, Disaster recovery and planning.
* Having hands on experience in DR processes including Log shipping and Database Mirroring.
* Troubleshoot performance problems, fine-tuning of databases and index Analysis.
* Worked on SQL Server 2012 migration from SQL Server 2008 / 2005.

**Symantec Backup Exec 2012 Admin**

* Planning, Monitoring and reporting the backup related jobs using Symantec Backup Exec 2012.
* Maintaining the Symantec Backup Exec by upgrading and applying patches with the rollback plan.
* Providing 24 X 7 Production Database/Backup on Call Support

**CUSTOMER SERVICE ASSOCIATE LEVEL 2 August 2012 to June 2013**

**Amazon.com, Hyderabad**

* Worked as Level 2 associate for online Retail with Customer Service Team.

**E- SUPPORT OFFICER January 2011 – July 2012**

**Knoah Solutions Private Limited, Hyderabad**

* Provide Level One Technical Support to customers over the chat/Email.
* Troubleshoot, analyze, diagnose & engage appropriate technical resources to resolve client issues.

**SYSTEM ADMINISTRATOR June 2009 –January 2011**

**Shadan Institute of Computer Studies, Hyderabad**

* Network administration, maintenance of LAN/ WAN connections & provided technical support during critical breakdowns.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Operating Systems** | Mac OS X, Windows 10, Ubuntu and Android. |
|  |  |
| **Applications** | MS SQL DB Server 2005, 2008, 2008 R2 and 2012,Symatec Backup Exec, SSCM, Azure Cloud, VMware, AWS |

* In-depth Knowledge and Hands on experience on Apple/Samsung Products Hardware/Software.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**MASTER OF BUSINESS ADMINISTRATION** (Human Resources & Systems)

Amjad Ali Khan College of Business Administration, Hyderabad (2008)

**BACHELOR OF ENGINEERING** (Electronics & Communication)

Deccan College of Engineering & Technology, Hyderabad (2003)

**HIGH SCHOOL**

Raghava High School, AP State Board, Hyderabad (1996)

**Certifications:**

CCNA & CCNP (Implementing Cisco IP Routing) Certified Engineer: Cisco ID – CSCO12298723

|  |  |
| --- | --- |
|  |  |