**Mohammad Rahman**

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**Sr. Windows System Administrator**

**Summary: -**

* An IT Professional with over 9+ years of IT experience in the field of VMware vSphere, VDI View, SRM and Microsoft Server OS.
* Experienced in **SCCM**/Intune Engineer working on System Administration and deploying applications with **SCCM** 2012/2016 and Application Packaging/Virtualization on **Windows XP Professional/Windows Vista/Windows 7/Windows 8,8.1 and Windows 10**
* Experience as VMware administrator specializing in the area of Virtualization with VMware ESXi 5, 5.1, 4.x, ESX 4.x and 3 servers, Virtual Center server, vCenter Operations manager VCOPS, VDI, ThinApp, VMWare Orchestra and SAN/NAS technologies.
* Extensive professional experience in Windows 2003/2008 R2/2012 R2 Servers, Active Directory.
* Experience in troubleshooting AD issues (DNS, Replication, Server related issues & User related issues)
* Working experience in utilizing Jenkins, GitHub Actions and Bamboo as the CI/CD tool and built the code integration, code delivery and release pipelines.
* Expertise with Windows Active Directory Administration, Windows /Wintel Server 2003, 2008, Windows Server 2012, Windows Server 2016, GPO, DNS, TCP/IP, DHCP, WINS and managing Microsoft SQL Server.
* Deployed key VMware ESX/ESXi technologies, expertise with HA/DRS, P2V.
* Experience in implementing, administering, supporting ADFS, DNS, DHCP, WSUS, NFS.
* Experience in installing, configuring and managing infrastructure using VMware technologies viz. ESX/ESXi 4.0/4.15.0/5.1, vSphere 5.0/6.0, vCenter, VMware View 5.0/5.1/6.0/6.5 and VMware vCenter Converter etc.
* Experience in providing day to day support for Active Directory, Messaging and collaboration services.
* Experience in deploying and managing Active Directory Federation Services (ADFS).
* Experience with configuring Group Policy Objects to secure a Windows infrastructure.
* Experience in installing and configuring applications in the IIS Environment
* Experience in Active Directory, GPOs, DNS, DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, NAT, Microsoft Clustering and Exchange Mail Server in Windows based server environment.
* Experience working in datacenter environment.
* Exposures with Azure Active Directory compatibility. Extensive experience in deployment, migration, patching and troubleshooting of windows 2008 and 2012 R2 Domain Controllers in Active Directory.
* Extensive knowledge and expertise in Routing, Switching, Firewall management, VPN management, LAN/WAN.
* Used PowerShell **scripts** to automated server builds for both physical and in VMware ESX 5.5, 6.0, 6.5 environments
* Proficient knowledge in implementing and configuring enterprise IT systems Office365, Windows Server, Exchange Server, Lync, Skype for Business, VMware, Active Directory, Networking and other applications.
* Experience Azure Active Directory, Active Directory, Windows Admin and VM Ware Administration
* Experience in installing and configuring applications in the IIS Environment
* Expertise in implementing and administrating Active Directory, Security, Group Policy, ADAM and LDAP configurations on enterprise IT systems.
* Extensive knowledge and experience in Microsoft Hyper-V, Windows Azure Cloud and virtualization technologies.
* Installed, configured and maintained the VMware Horizon View 7.6 Virtual Desktop Infrastructure (VDI) environment
* Monitoring the Active Directory Replication status of the Domain Controllers.
* Results - driven, customer-focused, and articulate Senior Active Directory/Wintel Engineer.
* Experience in Implementation and Migration of Skype for Business, Lync 2010/2013, Exchange 2013/2010, Active Directory 2003/2008/2012, System Center 2012 etc.
* Developed organizational units in Active Directory (AD) and managed user security with group policies.
* Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.
* Worked extensively on VMs, Snapshots, clones and Templates lying in Content libraries.

**Skills:**

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| --- | --- |
| **Operating Systems** | Windows Server 2000/2003/2012& R2/2016, VMWare ESXI server, Linux, Windows XP/Vista/7, IBM AS400, Red Hat Linux 5.x/6.x/7.x/8.x Windows98. |
| **Virtualization** | VMware vSphere 4.0/4.1/5.0, 5.5 vCenter Server 4.0/4.1/5.0,5.5 ESXi 4.0/4.1/5.0,5.5 VMware Update Manager, HA, DRS, FT, vMotion, Storage vMotion, VMware Capacity Planner, VMware Workstation, Horizon View & NSX. |
| **Windows**  **Administration** | Configuration of DHCP and DNS, installation and configuration of VPN client, Windows Server 2003/2008 - installation and configuration, configuration, and management of Active Directory. Patch management using SCCM. |
| **Networking** | OSI Reference Model, IPv4 and IPv6 addressing and subnetting, Ethernet LAN, TCP/IP, UDP, switches, routing concepts, virtual network concepts including vSwitches, VLANs, dvSwitch, TCP/IP stack for virtualization, configuration of printers and scanners. |
| **Hardware** | HP ProLiant DL380, BL460c and BL465c blade servers, C7000 and C3000 HP Chassis, Cisco UCS B460 and B260, EMC VMX, VNX and ISLON. |

# Professional Experience:

# SHI Internationals, NJ Jan 2022 – Current

# Sr. Windows System Administrator

**Responsibilities:**

* Worked on OS upgrades in Windows Server 2008 environment to Windows Server 2012, 2019 and 2022.
* Provided Active Directory Management and Support at Enterprise level.
* Provided support and administration of the Active Directory (AD) in a Windows 2008/2012/2016 Server distributed environment.
* Deploying and managing Windows, Linux Operating systems in the virtual environment.
* Worked on SRM 5.0 deployment and configuration of DR site.
* Server patching for test machines, development machines and production machines. Managing and troubleshooting of Management Point. Managing Clients. Taking care of SCCM Backup issue
* Create OS Deployment task sequences to install Windows 10, Window 7 migration to Windows 10. Which includes in - place upgrade or wipe-reload task sequence deployment.
* Active Directory and Group Policy Management for Windows 2008/2012/2016/2019/2022 R2 servers.
* Developed PowerShell scripts to automate SCCM administrative tasks, enhancing operational efficiency.
* Perform installation, configuration, customization and training for SolarWinds products remotely with clients globally.
* Migrated Exchange 2010 on-premises to Office 365 with Skype-for-Business for approximately 6,500 users in an extended hybrid migration.
* Strong experience in package migration from windows 10 to windows 11 using SCCM 1606, SCCM 2012.
* Using Microfocus Cobalt, compiled and run on non-mainframe operating systems such as Linux and Unix servers.
* Worked with DBA team for database performance issues, network related issue on Linux Servers and with vendors for hardware related issues.
* Installed and maintained several MS SQL Server 2008 instances, MS Failover Cluster Service, SQL Reporting Services, and IIS 7.5.
* Creation of all top-level OU hierarchies with Sub OUs, groups, and appropriate security permissions. This includes adding the OU Admins to the Add Computers group, Group Policy Creator Owners group, and OU Admins mail list. It also includes setting appropriate permissions on the created objects
* Microsoft Deployment Toolkit (MDT), Windows Deployment Services (WDS), System Center Configuration Manager for OS deployment, patch management, software distribution and to maintain application inventory.
* Assisted in creating Monitors and Rules in SCOM based on the monitoring requirements
* Installed and maintained several MS SQL Server 2005 instances, MS Cluster Service, SQL Reporting Services, and IIS 6.0.
* Performed routine MS SQL 2005 database maintenance.
* Documenting configurations and procedures fully and clearly and providing the Root Cause Analysis for any issues related to SCCM and SCOM components
* Participation in global working groups responsible for the Global architecture roadmap, deployment and development of SCCM and SCOM Components
* Installation and upgrading of Control-M agents and Modules.
* Maintenance of different Control-M environments for two different datacenters.
* Conducted Azure Automation using PowerShell, Chef and Ansible to automate processes in the Azure Cloud.
* Providing Control-M related technical services for issues and using Control-M utilities.
* Managed and maintained SCCM and Intune environments, ensuring optimal performance and reliability.
* Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities through SolarWinds Web Helpdesk.
* Working experience in Installing and Configuring Services such as IIS, DNS, WUS, DHCP and DNS.
* Manage and Administer Windows Updates for multiple environments and Sites utilizing Microsoft SCCM and WUS within AZURE Private and Public Cloud environments as IaaS, PaaS. and SaaS
* Provided technical support to end-users, troubleshooting SCCM and Intune-related issues and assisting with device management tasks.
* Manage and maintain Nutanix hardware/software in VMware environment: Create Nutanix clusters, destroy cluster as needed and move nodes to different cluster
* Provided technical support and training to end-users and junior team members on SCCM functionality and best practices.
* Installation and configuration of VMware vSphere, ESXi, and vCenter on Cisco UCS servers; creation of step-by-step documentation for team members.
* Experience in deploying and configuring SolarWinds products to monitor various aspects of systems infrastructure including setting up the software, configuring device discovery, and defining monitoring parameters.
* Upgraded two Nutanix clusters from 5.15 LTS to 5.18.1 to support live migration of VMs wif vGPUs enabled.
* Configured Link Aggregation Control Protocol (LACP) on US cluster before upgrade.
* Upgraded Nutanix AHV Plug-ins for Citrix from 2.3.0.0 to 2.6.0.0.
* Prepared comprehensive documentation and reports on SCCM and Intune configurations, deployments, and troubleshooting procedures.
* Proficient in MS SQL Server, Expert Knowledge of Reporting Services (SSRS), Integration Services (SSIS).
* Migrated on premises SQL server database to AWS SQL server using DMS
* Experienced with deployments with Azure portal. Build a presentation to present the design of hosting architecture on Windows Azure.
* Extensively used SQL Loader for loading tables.
* Collaborated with cross-functional teams to integrate SCCM with existing infrastructure, ensuring seamless communication and data sharing.
* Working experience in Configuring Solar Winds to monitor Domain Controllers.
* Experience in managing the SolarWinds platform itself, including tasks such as user administration, software updates, license management, and maintaining integrations with other systems.
* Create a Virtual Network on Windows Azure to connect all the servers.
* Setup and Implement Continuous Integration and Continuous Delivery (CI & CD) Process stack using AWS, GITHUB/GIT, Jenkins and Puppet.
* Configured the Fiber Channel components/features into a production SAN
* Designed cable and connectivity plans between all SAN components
* Designed SAN configuration inventory and installation documentation
* Worked on present VMware's technical value proposition to customers and provide technical deep dives on VMware's Hyper-Converged Infrastructure (HCI) vision, vSAN Product, VxRail Appliances, and Cloud Foundation solutions.
* Monitor network equipment using Solar winds.
* Experience in provisioning storage resources in SAN and NAS environments.
* Configure and administrate SAN and NAS devices including setting up storage arrays, configuring RAID (Redundant Array of Independent Disks) levels, managing storage pools, and implementing data replication or mirroring for redundancy.
* Conduct regular vulnerability assessments using automated tools or manual techniques to identify weaknesses and vulnerabilities in systems and applications.
* Implement a structured patch management process that includes evaluating, testing, and deploying patches in a controlled manner. Maintain an inventory of systems and applications, and ensure that critical security patches are promptly applied to minimize the risk of exploitation.
* Customer support engineer for Dell EMC on the hyper-converged VxRail product line. Troubleshoot, repair, and advise customers on their VxRail/VMware product environment.
* Assist with integrating the Confidential, vScale, VxRail & VxRack into existing operational processes and tools.
* Provide day to day support for Active Directory infrastructures.
* Troubleshooting and resolve VDI issues
* Develop, automate and implement operations, best practices using PowerShell
* Perform daily VDI administration, maintenance and upgrades including service packs, patches, hot fixes and security configurations.
* Building Windows 2012 R2/ 2016 servers based on the company standards and decommissioning the servers.
* Installed and Configured VMware vSphere, ESXi, VMware vCenter on Cisco UCS servers.
* Upgraded existing VMware vSphere 5.5 to vSphere 6.0 including vCenter Server, ESXi host, VMs Hardware, VMs Tools version.
* Assisting in maintaining VDI master images and installing client applications
* Troubleshooting Active directory permissions.
* Identifying and cleaning stale records in AD environment.
* Part of team managing IAM through Active Directory and Sail point with Radius server.
* Migrated Exchange 2013 & 2016 to Office 365 and implemented Lync 2013/Skype-for-Business, and decommissioned the on-premise forest and decommissioned several landline branches.
* Deploying Citrix software as a service, Citrix Cloud simplifies management of Citrix technologies.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise
* Maintained Active Directory computers & user accounts.
* Experience automating tasks using PowerShell.
* Configure Endpoint Policies on Symantec Endpoint Protection Manager V14.2.
* Managed domain controller security - AD, Group Policy, DNS, DHCP in Windows Server Environment
* Implemented large-scale Active Directory/Exchange 2007/2010, Lync 2010 configuration, migration.
* 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

# Health IT Lab @ UMBC Oct 2019 – Dec 2021

# Linux/System Administrator

# Responsibilities:

* Installing, tuning, troubleshooting and patching of Windows, Red Hat Enterprise Linux servers.
* Installation, configuration, and maintenance of web servers, application servers, and database servers on Linux Servers.
* Building Windows 2012 R2/ 2016 servers based on the company standards and decommissioning the servers.
* Monitoring and performance tuning for both AD and Windows operating systems including connectivity, synchronization, replication, net logon, time services, FSMO roles, schema, NTDS database partitions, AD Backup and Recovery, ADFS, certificate authorities and trust relationships.
* Provide UFMS financials application support and desk-side training for FDA end users, utilizing Oracle 11i Federal Financials Modules (PO, AP, AR, GL, Fed Admin and Ip). Provide PRISM procurement application support.
* Involved in the optimization of the SQL databases for the Data warehouse database and operational database as well as increasing the hardware specifications for the SCOM server environment which resulted in increased performance of overall operations
* Hands on experience with multi-platform LAN/WAN environments, as well as various SAN configurations
* Responsible for patching the SCOM 2012 environment using Microsoft update procedures
* Served as the primary contact for handling tickets related to SCOM operations
* Handle all aspects of DBA support for over 230 SQL Server Production Instances and 26 SQL clusters, distributed over 3 data centers.
* Installed and administered MS SQL Server 2000.
* Configuration and administration of Web (Apache), DHCP and FTP Servers in Linux servers.
* Creation, testing, and management of GPOs intended to be used by multiple OU Admins.
* Manage group policy at root of domain and for Domain Controllers OU.
* Installed and Tested VMware Site Recovery Manager SRM 5.0 for the disaster recovery and managed recovery plans
* Linux file systems and user administration.
* Assisted in Performing imaging from WIN7 to WIN10 on Windows workstations, laptops and Microsoft Surface Pro devices via Microsoft Deployment Toolkit.
* Installation and implementation of SUS/WUS (Windows Update Services)
* Administration of production servers, network infrastructure that includes Windows administration of Domain controllers, Migration activities, IIS web servers, File and print servers and terminal servers.
* Assisted in Administration of WUS/SUS Server for patch deployments and updates
* Successfully deployed Windows 10 image on Workstations.
* Utilize Windows WUS server for patch management and Norton Antivirus Enterprise environment for anti-virus control.
* Created PowerShell script to customize windows 10 Image as per company needs.
* Administered Control-M environments, applied latest Patches and Fix-Packs.
* Provided expertise in solving daily Control-M batch issues.
* Control-M Server/Agent monitoring and troubleshooting issues.
* Worked on AD Hardening to secure the multiple forests and domains through GPOs.
* Creating user level of access for related GitHub project directories to the code changes.
* Performed all necessary day-to-day Subversion / GIT support for different projects.
* Configured BGP routes to enable ExpressRoute connections between on premise data centers and Azure cloud.
* Build and configured new Windows 2003/2008/2008r2/2012/2016 Linux VMs and physical servers.
* Convert existing Virtual Machine from Standard to Premium Storage Account. Patching and Validating of Virtual Machine in Azure.
* Implemented and maintained Active Directory and Group Policy configurations to align with SCCM requirements and policies.
* Prepared comprehensive documentation and reports on SCCM configurations, deployments, and troubleshooting procedures.
* Managed all install projects for servers, switches, firewalls and other networking devices with proper maintenance. Added and removed server roles and features, configured AD Domain Services roles.
* Monitoring Citrix environment to manages and configure licenses.
* Experienced in DevOps team with exposure to various DevOps tools like Puppet, GIT, SVN, and Chef.
* Created and maintained various DevOps related tools for the team such as provisioning scripts, deployment tools, and development and staging environments on AWS and Cloud.
* Monitored Citrix Server's health by using Citrix Edge Sight and smart auditor for Application Packaging/ Distribution support for the implemented packages.
* EMC VxRail Infrastructure implementation, Migration from legacy infrastructure.
* Implemented Encryption on VxRail VSAN Cluster.
* Responsible to maintain, troubleshoot and upgrade software in Hyper converged infrastructure VXrail and Nutanix.
* Capable of configuring Service Composer policies for NSX-V
* Perform VMware Horizon View upgrades for companies already using VMware Horizon View
* Installing IIS features and configuring new websites, leading them through successful functioning.
* Troubleshooting IIS related issues across all server environments.
* Coordinated the Data Center migration efforts.
* Configured Red Hat Enterprise Linux
* Adding roles and features in IIS per the requirements
* Troubleshooting IIS Servers and Database connectivity, issues with Active Directory, component services and ASP Net applications for correct settings enabled in servers
* Administered VMware Infrastructure ­ vSphere/vCenter/VDI environments by running over 130 ESXi Hosts and 300 Virtual Machines.
* Capable of configuring an identity-aware firewall for NSX-V
* Performed Hardware and Software maintenance of VMware ESXi Host Clusters, Servers, and Virtual Machines.
* Design and Implementation of migration strategy for consolidating Data Centers from around the world to centralized locations in US which involves numerous servers of Windows 2008 and 2012 R2.
* Designed, deployed and managed the VMware Horizon View Virtual Desktop Infrastructure for a large regional hospital supporting over 2,500 VDI desktops which is designed to grow to over 8,000 in the next three years
* Used VMware ESXi for Server Virtualization and VMware Horizon View 6.2 for Desktop Virtualization
* Configured Disaster recovery solution for VMware vSphere Environment using Site Recovery Manager (SRM) integrating with storage-based replication.
* Create Multiple PowerShell script to automated post migration steps such as DNS address, Gateway, Tools and Firmware.
* Able to establish and apply a structured approach and methodology for troubleshooting for NSX-V
* Supported 24 7 on call schedule for Production support.

# Wells Fargo, NY Jul 2018 – Oct 2019

# Windows Active Directory Engineer

# Responsibilities:

* Installed, configured and administering Microsoft Windows 2003/2000 servers - clustered and non-clustered, on standalone and blade servers including IIS Web Servers, SCCM Servers and .NET application servers.
* Installing, configuring and customizing ERP system on back-end (server and workstations) and frontend (POS, PDA, and scales)
* Involved in the VMware implementation and expansion work.
* Created and managed separate VMware clusters like QA, Development and Production.
* Managing POS system implementation project.
* Perform onsite and remote support activity to solve POS functionality issues and ensure proper operation.
* Perform capacity analysis of existing physical production environment using VMware Capacity Planner.
* VMware tools upgrading and Windows patch updates.
* Windows 10 image creation and deployment.
* Migrated datacenters and converted physical servers to virtual servers using VMware convertor and HP Blade servers resulting in a reduction of racks and power usage, decrease downtime during maintenance and upgrades and improved monitoring.
* Planning and configuring new internal & external websites utilizing IIS 6.0/7.0/8.0.
* Deploying and troubleshoot .Net based Applications and Java based apps on IIS 6.0/7.0/8.0
* Created and managed resource pools for Virtual Machines.
* Monitoring and managing performance of ESX servers and Virtual Machines using Virtual Center Server for HA, DRS.
* Involved in live migration of Virtual Machines and Virtual machines files using the vMotion and Storage vMotion.
* Troubleshooting any Network, application or POS component issues.
* Experience with data center hosting web sites maintaining application servers.
* Perform regular maintenance of Server 2008/2012, consist of adding users, editing user login scripts & granting permission to directories & shared files.
* Provided technical support to troubleshoot network connectivity, network printing and user access issue.
* Maintained and track hardware and software inventory and documents.
* Administered and setup print servers in Windows 2003/2000 server.
* Creation Troubleshooting of Virtual Network, ESXi Virtual Machines.
* Troubleshooting and resolve VDI issues

# Magnito Digital, Bangladesh Jan 2015 – May 2018

# IT Help Desk

# Responsibilities:

* Install and configure Microsoft OS for all workstations to support within an internal network
* Set up new user accounts with proper access and permissions for cloud network use accordingly
* Identify and provide assistance in resolving software, hardware, and network related issues
* Operated ordering and point of sale (POS) systems.
* Helped in Reporting bugs and suggesting possible enhancements to developers.
* Monitor, update, and test internet performance and ensure network availability for all users
* Respond to emails and service calls promptly.

# Education:

# Bachelors in Science in Information Technology 2015

# University of Dhaka, Dhaka, Bangladesh