## OVIS AHMAD BHAT

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**CAREER OBJECTIVES:-**

To work with challenging business environment and change these challenges into opportunities for the benefits of the organization. To seek a position in an organization where I can utilize my skills and creativity in my growth of the organization.

**PROFESSIONAL EXPERIENCE:-**

1. **IGATE Global Solutions Ltd., Bangalore(now Capgemini)**

Duration: 08/12/2014 – 23/12/2016

Position: Senior Systems Engineer – IMS

**Client**: Royal Bank of Canada **Role:** Incident Manager

**Organization’s Process summary**

* Responsible for ensuring progression of all Problems according to the defined Service Level Agreements
* Diagnose Root cause of incidents, determine the resolution, ensuring the resolution is implemented through appropriate control procedures like change management and release management.
* Monitor the communication channels (mail box & phone), perform Incident Management (level 1 & level 2) by adhering the SLAs defined.
* Contribute to Continuous Process Improvement activities by identifying training opportunities for Incident Management team, improvement opportunities for the tools and improvement opportunities for the process.

**Tools Used:**

* Avaya
* HP Service Manager :Version 7 & 9
* Others Tools : Web Jet Admin, Tivoli Storage Manager, Avamar, RSA Authorization Tool, Net IQ DRA, Verint (Impact 360), SCCM, WebEx, Citrix, Blackberry Enterprise Server 5 & 10 Admin Console, VPN, Citrix Xen app, Avatar,
* Printer & Scanners and Bios Support
* HP Printer and Scanners.
* Cash Dispensing Unit & Recyclers
* IBM Card readers and Pin Pads

**Certificates:**

* ITIL V3 Foundation Certified (IGATE Internal)
* Windows 7 Certified (IGATE Internal)

1. **Goldman Sachs**

Duration: 27/12/2016 - present

Position: Senior Systems Engineer and Unix Specialist

**Organization’s Process summary**

* **Role: Senior Analyst**
* **Active Directory** – Create Domain accounts, provision access levels, create/reset passwords, create shared drives and assign access levels.
* Responsible for ensuring progression of all Problems according to the defined Service Level Agreements
* Virtual Environment troubleshooting, citrix, remote login, remote printing,
* Tracking open problems and identifying any problem that requires increased focus to meet agreed target levels
* Coordination with various support, business and development teams in ensuring requirements are scoped correctly for the continuous improvement plan.
* File Release blocked by exchange servers
* **Tools and Applications Used**: Active directory, Goverlan, Outlook, RDP, RSA, Orbit, in-house web based tools
* **Role: Unix Specialist**
* Create accounts, provision access levels, create/reset passwords, create shared drives and assign different access levels
* Troubleshooting on Access and login issues.
* Perform Root Cause Analysis.
* Investigation and follow-up for permanent fix of the problem
* Create the known error databases including the problem and release records based on the inputs gathered.
* Created storage and profile for users from different regions.
* Tracking open problems and identifying any problem that requires increased focus to meet agreed target levels
* Reviewing and updating with the business service level requirements (SLR's) to ensure current SLAs are met.
* **Role:** **Data Copy Specialist**
* Flow of Data From outside firm to the firm and wise-versa.
* Validate and scan data for any threats and copy from any external device to the firm and send it to the users systems.
* Move data from firm storage locations to external devices.

**PROFESSIONAL ACHIEVEMENTS:**

* **ITIL Foundation Course & Certification :** IT Service Management Foundation Course
* Constant growth in performance matrix chart of the organization & secured places among top employees.
* Received top stack holder recognition award.
* Several client Appreciations.
* Received recognition mail as the best participant on tools betterment.

**STRENGTH:**

* Ability to cope up with any environment.
* Proficient in grasping new technical concepts and utilizing them in an effective manner.
* Sincerity and Hard work.
* An analytical mind with the ability to think clearly and logically.
* Positive attitude.
* Self-Confident and Self-Motivated.

**TECHNICAL SKILLS:**

* Cloud Computing
* Cloud Security
* Ethical Hacking
* Basics concepts of C and C++ Programming.
* Hands on experience with Citrix Xen App and VMs.
* Understanding Network protocols TCP/IP, HTTP/S,.
* Upgrading myself with Andriod Studio.

**ACADEMIC QUALIFICATIONS:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institution** | **University/Board** | **Year of passing** | **Percentage of marks** |
| B. Tech (AE) | Dayananda Sagar College of Engineering ,  Bangalore | V.T.U | 2014 | 63.33%  Aggregate |
| P.U.C  (P.C.M.C.) | Dayananda sagar  Pre-University College, Bangalore | State  Board | 2009 | 80% |
| High school | KV baramulla | CBSE | 2005 | 58% |

**PERSONAL DETAILS:**

* Name : Ovis Ahmad Bhat
* Date of Birth : 7th Feb 1990.
* Father’s Name : Mohmad Ramzan Bhat
* Gender : Male
* Nationality : Indian
* Language Known : English, Hindi, Urdu
* Address : #17, 3rd Cross, Annayappa Block, Benson Town -560046

**DECLARATION:**

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

**Date**:

**Place-Bangalore Ovis Ahmad Bhat**