

# Ayesha Mohammad

## Middleware Administrator

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### Professional Summary

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Middleware Administrator with 3.8 years of experience in enterprise middleware support and administration. Currently working with TCS on the Bombardier project in an L1 support role. Experienced in Apache, Tomcat, WebLogic, WebSphere, and IIS on Linux and Windows servers. Strong in incident handling, SLA compliance, and ensuring high availability of business-critical applications.

### Professional Experience

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**Middleware Administrator, Tata Consultancy Services (TCS)** 11/2022 – Present

Project: Bombardier Middleware Administrator: 11/2022 Present

- Provided L1 support for Apache, Tomcat, WebLogic, WebSphere, and IIS middleware servers on Linux and Windows platforms.
- Monitored applications and middleware services to ensure availability and performance.
- Logged, tracked, and resolved incident tickets within defined SLA timelines using ServiceNow.
- Performed initial troubleshooting of URL and application-related issues and escalated when required.
- Executed server restarts and basic service recovery tasks as per standard operating procedures.
- Assisted with SSL certificate renewals for Linux and Windows servers.
- Worked closely with L2/L3 teams for issue resolution and change implementation.

**Identity & Access Management (IAM), Tata Consultancy Services (TCS)** 03/2022 – 11/2022

Identity & Access Management (IAM): 03/2022-11/2022

- Worked on IAM operations, including creation of A1 user accounts for new joiners and existing employees.
- Provided user access provisioning and de-provisioning as per approved requests and security policies.
- Assigned and modified role-based access for applications and servers based on business requirements.
- Ensured timely access delivery while following IT security and compliance standards.
- Handled access-related service requests and incidents using ticketing tools.

### Academic Details

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**Bachelor of Technology, ECE, SRK Institute of Technology** 2017 – 2021  
Vijayawada

## Technical Skills

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### Middleware Technologies

- Apache
- Tomcat
- WebLogic
- WebSphere
- IIS

### Security

SSL Certificate Renewal & Management

### Operating Systems

- Linux
- Windows

### Middleware Operations

URL Troubleshooting, Server Restart, Service Recovery

### IAM

### Workload Automation

### Python

### ITSM Tool

ServiceNow (Incidents, Service Requests, Change Requests)

### Incident Management

SLA Compliance, Production Support

### Monitoring Tools

Manage Engine, NetMon, Ignio, Datadog

### Routing, Switching and Network Security

### SAP Printing

### Linux