Muhammed Rumaiz

Windows & VMware -- Administrator

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Personal Summary

A dedicated administrator with four years of hands-on experience in engineering and maintaining hybrid environments across on-premises data centers and Azure. I focus on operational excellence for both Windows and VMware systems. My key value is ensuring high availability and robust security in the environment. I leverage SolarWinds for proactive monitoring to catch issues before they escalate, and I drive security compliance by efficiently remediating vulnerabilities identified by Qualys. My expertise keeps critical systems running, fast, and secure.

Experience

WIPRO - Windows & VMwareAdministrator.   **2022 August – Present**

- Managed and administered a diverse environment including Windows Server (2012–2022), Active Directory (AD), and VMware vSphere (ESXi/vCenter), providing comprehensive infrastructure support both in On-premis and Azure Environment.
- Executed full software lifecycle management for critical infrastructure, successfully performing Windows Server OS upgrades and ESXi firmware/version upgrades for physical hosts.
- Ensured high security and compliance by maintaining all servers and hosts with the latest security patches and proactively remediating vulnerabilities identified using the Qualys dashboard.
- Provided deep technical support, effectively troubleshooting complex issues related to Active Directory, Virtual Machines (VMs), and SQL database connectivity/performance problems.
- Administered the SolarWinds monitoring platform, managing upgrades, node lifecycles (addition/removal), and proactive monitoring of physical hardware via remote administration.
- Developed and maintained critical documentation, including Standard Operating Procedures (SOPs), to standardize activities, facilitate knowledge transfer to L1 engineers, and ensured adherence to ITIL framework principles in all operational and support activities, leveraging the ServiceNow tool for process management.
- Leveraged a essential understanding of storage and networking concepts to manage infrastructure dependencies and successfully supported critical projects like site relocations & migration
- Collaborated with vendors (Microsoft, VMware) to quickly resolve complex hardware and software incidents, minimizing downtime.
- Provided technical support and automation, including leveraging basic shell scripting knowledge to extract and format Active Directory (AD) data for audit and reporting purposes.
- Worked on Vulnerability Management efforts for Windows servers, proactively scanning, identifying, and remediating vulnerabilities by leveraging the Qualys dashboard.

WIPRO - Systems Engineer   **2021 August – 2022 August**

- Worked on end user device issues related to password, system slowness, Application installation etc.
- Security Management using User Rights, Group Policy, User Account Policy
- Monthly Report Fetching using ServiceNow ticketing tool.
- Monitoring the issues, backups and reporting to L2, L3 accordingly.

Key Projects

- As a part of Serverless Project, collaborated with a 6-member team to ensure zero downtime during the migration of production services and established continuous monitoring using Azure Monitor and Log Analytics. Along with that

decommissioned and retired the entire physical on-premises infrastructure, including all Windows Servers and ESXi hosts, resulting in significant reduction in CapEx and ongoing data center operational costs.

- Led the end-of-life (EOL) upgrade for over 20 Windows Server 2012 R2 instances to Windows Server 2019, successfully eliminating security risks associated with unsupported operating systems. Managed the entire upgrade lifecycle, ensuring zero downtime and complete application compatibility for all hosted critical services.
- Managed and performed large-scale live migration of virtual infrastructure between data centers utilizing VMware vMotion to ensure seamless, non-disruptive transfer of all workloads. Validated system integrity pre- and post-migration, ensuring no failures and complete application continuity for critical business services.

Certification

- Google Cloud - Associate Cloud Engineer.
- Intel - Principles of AI Software & Ecosystem.

Education

- M.Tech in Computing Systems and Infrastructure – BITS Pilani (2025)
- Bachelor of Computer Applications – Calicut University (2021)

Technical Skills

- Windows Server (2012–2022), Active Directory, SCCM.
- VMware vSphere ESXi, vCenter, HP OneView.
- SolarWinds, ServiceNow, Qualys.
- Basic Knowledge in Azure and Google Cloud Platform.