# Muzaffar A. Aziz Wangde

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## Summary

A 9.5 years of corporate experience; Master of Business Administration (MBA) in Information Technology; worked in the BFSI, Real Estate, Food & Beverage and Education domains; with both national and international exposure; managed a team of 15 and have proven track record of achieving the strategic IT goal in partnership with the Vice Chairman.

## Skills

• IT Service Management • Network Communications • Support Specialist

• Server Infrastructure Support • Software Engineering • Network Security

• ERP System Implementation • Business Intelligence • Vendor Management

## Accomplishments

* Design, Plan and Implement the Network Systems including Server, Firewall, Routers, Wireless Access Points, VOIP, CCTV, Laptops, Desktops, iMac and Point-of-Sale (POS) keeping the system downtime to as low as 10%.
* Automated the Reporting systems and synced it with the MIS thereby improving the efficiency levels of the support function by 20%.
* Conceptualized, planned and re-designed the company website resulting in a 25% increase in traffic
* Successfully implemented the transition to Citrix VDI for 5000+ users well within the projected SLA

## Professional Experience

Company Name: **Oman Bahrain Investment & Development LLC**

Location: Sultanate of Oman | Duration: Jun 2015-Jul 2019 (4 years and 2 months)

Designation: IT Specialist

Role and Responsibilities

* System Admin
  + Administer and support Microsoft O365 environment, including Exchange, Skype for Business/Teams, ATP and Core Services (Active Directory, Group Policy, DHCP, DNS, File and Print servers)
  + Implement and support remediation of security vulnerabilities within the operating system and application software.
  + Create and maintain thorough documentation (Standard Operating Procedures) for all job-related activities, including disaster recovery procedures
  + Plan maintenance programs, monitor analytics and metrics results
  + Collaborate with management to define cost savings, asset compliances and improvements.
* Cloud ERP Technical Consultant
  + Provide the technical support for iConnect ERP
  + Delivered end-user training.
  + Reviews, evaluates, analyses and participates in planning upgrades, new technologies implementation
  + Maintain or update business intelligence tools, databases and dashboards.
* Web Developer
  + Developed the websites with Search Engine Optimization techniques using HTML, CSS, JavaScript to improve page rank.
  + Tools Used: WordPress, Orchard, iPages, Google Analytics, Dreamweaver
* Online Marketer 
  + Oversaw preparation of images, videos, emails and other marketing collateral
  + Scheduling email blasts, social media posts and marketing campaigns
  + Tools Used: Zoho Social, Buffer, Hootsuite

Company Name: **Tata Consultancy Services**

Location: Mumbai, India | Duration: Mar 2011 – Jan 2015 (3 years and 11 months)

Designation: Business Process Lead

Role and Responsibilities

* IT Quality Coordinator
  + IT services are well defined and understood, including their components, core support information, ownership and SLA's, and they are tracked and reported on within all internal systems.
  + Assist with conducting audits, identify, document, and providing solutions for Non-Conformances (NCR's) Corrective Actions (CAR's) & Preventive Actions (PAR's)
  + Evaluate data and develop accurate, concise and useful quality documents.
  + Assist with the development and coordination of processes including service catalogue, continual service improvement, asset, configuration and knowledge management
* Incident Problem Manager
  + Drive the efficiency and effectiveness of the incident problem management process
  + Produce management information, including KPIs and reports
  + Chairing the incident and problem review meetings
  + Provide guidance to the Incident Process Coordinators
  + Update of SKMS (Service Knowledge Management System) with current information
  + Perform Root Cause Analysis as required
* IT Service Desk Team Lead
  + Ensure that Incidents assigned to their Support Groups are resolved and that service is restored
  + Monitor the Incidents and manage workload in their respective queues to ensure that Service Level Agreement and Operational Level Agreement are respected.
  + Participate in review following major Incidents
  + Distinguish potential problems and/or increasing trend of repetitive issues
  + Create Knowledge with repeatable procedures with a goal of reducing the number of Incidents
  + Incident Management Tool: Ultimatix

Company Name: **Byzan Systems**

Location: Mumbai, India | Duration: May 2010 – Jan 2011 (8 months)

Designation: Desktop / Application Support Engineer

* Project Name: Beryl Project
* Domain: BFSI Sector
* About Project: Transition of Physical to Virtual Machine (Citrix VDI).
* Roles and Responsibilities
  + Track the inventory of functional business applications.
  + Provide Technical Support for Citrix / Microsoft environment.
  + Backup & Restore user data.
  + Mentor junior team members and enhance their Citrix / Microsoft environment knowledge

Company Name: **Gharda Institute of Technology**

Location: Mumbai, India | Duration: Jun 2009 – Dec 2009 (6 months)

Designation: Lecturer

Role and Responsibilities

* + Prepare and deliver lectures to engineering students on topics such as web engineering and programming languages.
  + Evaluate and grade students' class work, laboratory work, assignments, and papers.
  + Assist in the development of learning materials, prepare schemes of work and maintain records to monitor student progress, achievement and attendance.
  + Act as advisers to student organizations and Lab incharge.
  + Perform administrative duties such as serving as department head.

## Certifications

* AWS Certified Solutions Architect–Associate, Amazon Web Services, 2019
* RE/MAX iConnect, RE/MAX OMAN, 2016
* Microsoft Certified Technology Specialist (MCTS) and Microsoft Certified Professional (MCP), Microsoft, 2013
* ITIL V3 Foundation, APMG, 2012

## Trainings

* Microsoft Office 365: Administration, LinkedIn Learning,2019
* ServiceNow Administration, Udemy, 2019
* Cisco Network Device Administration (CCNA), CMS Computer Institute, 2009

## Education

* Master of Business Administration (MBA) in Information Technology, ITM-Edutech, 2014
* Bachelor of Engineering (B.E) in Information Technology, University of Mumbai, 2008

## Personal Information

* Address: Bur Dubai, Dubai, UAE
* Visa Status: Visit Visa
* Nationality: Indian | Passport Number: R4799474 | Passport Expiry: 15 August 2027
* Languages: English, Hindi, Marathi