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Top Skills

knowledge centric support
People Management
Key Performance Indicators

Languages

English

Certifications

Psychological Safety: Clear Blocks to Innovation, Collaboration, and Risk-Taking

Red Hat Certified System Administrator

JBoss Certified Application Administrator

Bomgar Representative Certified

JBoss Certified Developer in ESB

Musharraf Hussain

OpenSource Leader, People's Manager, and an Ultra Marathoner,
Red Hat India Private Limited
Pune, Maharashtra, India

Summary

Manager, Technical Support at Red Hat. Learning how to become a decision maker one day and also contributing to the technology which helped me to reach where I am today.

Experience

Red Hat

14 years 4 months

Manager, Global Support Services, Cloud Native Development, India
September 2019 - Present (5 years 6 months)

Pune Area, India

Having worked for 2+ years in the role of Associate Manager and more than 5 years in the technical leadership role before that by first building and then leading a team of 18+ amazingly talented people, creating leagues of aspiring young leaders and talented associates year over year through mentoring and coaching.

My team has not just been supporting the Red Hat's middleware and cloud native runtime customers with solution-centric and customer-focused mindset exceeding their expectations at every stage of their product implementation journey, we also brought in new career and business opportunities for growing our team's product and technical footprints on emerging technologies like- API Management, DevOps, Developer Hub and many more.

My role also inspires me to go above-and-beyond to exceed my customer and leaders expectations through ideating and delivery of numerous initiatives/projects/programs which aims at constantly improving our -

1. Product experience : consistent delivery of high quality bug fixes and product enhancements with reduced time to resolve and time to market)
2. Support Experience : driving pioneering programs which aim at accurately assessing team's performances on Process/Workflow adherence and Quality of Service on Support Cases and KCS and it's constant improvement of quality of support delivery

3. Associate Experience : developing and delivering programs which supports-

(a) improved associate engagement at work through regular team connect and building activities

(b) promote better work-life-passion balance and helping the team delivery high quality results at every stage of life and career with technical coaching and time management

(c) stay focused on career development(job shadowing, career conversations, creating opportunities to explore new roles/skills, e.g. OpenShift, DevOps, A.I.) while being aligned with organisations vision and mission

(d) create a high performing yet supremely self-motivating team

Associate Manager

June 2017 - Present (7 years 9 months)

Pune Area, India

I took up this new role of Associate Manager, Technical Support @Red Hat to lead(and manage) a big team of 18+ extremely talented people who are passionate about Red Hat's culture, OpenSource technologies and who aspire to set new trends in this fast growing IT industry.

Support Operations Lead

September 2016 - May 2017 (9 months)

Pune Area, India

Learning about Leadership and also leading a team of highly talented, skilled, collaborative and brilliant minds in the Middleware industry. Parallel to that I am learning and promoting technologies like ESB, jBPM, Drools, SwitchYard, Camel . Continue to mentor, influence and collaborate with other technology lovers around me. Also helping them grow in their own career and life.

Principal Technical Support Engineer

March 2015 - September 2016 (1 year 7 months)

Learning & living the dream of learning and promoting technologies like ESB, jBPM, Drools, SwitchYard, Camel . Continue to mentor, influence and collaborate with other technology lovers around me.

Senior Technical Support Engineer

March 2013 - February 2015 (2 years)

Continue to work on Red Hat's JBoss portfolio products like SOA-P , FSW , BRMS , BPMS by providing support to customer issues, filing and fixing bugs (wherever possible) raised in those products and also in JBoss Developer forum. Mentoring and guiding youngsters who are learning or aspiring to learn

these products and their constituent technologies so that it helps them to learn and grow.

Technical Support Engineer

November 2010 - February 2013 (2 years 4 months)

Providing support to all sorts of customer queries and debugging issues related to the esteemed middleware products like, Red Hat JBoss Enterprise Application Platform (EAP), Red Hat JBoss Enterprise SOA Platform (SOA-P), Red Hat JBoss Business Rules Management System (BRMS) , Red Hat JBoss BPM Suite (BPMS) , Red Hat JBoss Fuse Service Works (FSW).

Tech Mahindra

Technical Associate

July 2007 - November 2010 (3 years 5 months)

Pune Area, India

Application Support profile which involved providing L2&L3 support to customer issues/queries which they faced while using our applications.

Education

Symbiosis Centre for Distance Learning

PGDBA, Marketing/Marketing Management, General · (2009 - 2011)

Guru Nanak Institute Of Technology

Bachelor of Technology (B.Tech.), Computer Science & Engineering · (2003 - 2007)