

**Name: Mustafa Ahmed Syed**

**PROFESSIONAL SUMMARY**

* Over 7+ years of experience in infrastructure support, technical support and System administration experience in Windows servers 2003/2008/2012, Windows Active Directory services, VMware Administration and Microsoft Exchange 2010.
* Expertise in installation, configuration, Migration, Maintenance, Management, troubleshooting, performance tuning of Windows NT/2000/2003/2008/2012 servers on HP/Compaq, Dell Power Edge, IBM Xseries hardware platforms.
* Installation, Configuration and Administration of Windows servers 2003, 2008, 2012 Active Directory Services, Installation and Decommissions of Legacy servers, FSMO Roles, DNS, DHCP, HTTP, FTP, SSH, SMTP,user Permissions, User Management, Print and File server, NETIQ DRA(Directory & Resource Administrator)application, auditing of Active Directory changes using Dell Change Auditor, Dell Recovery manager(to recover deleted objects from AD) LDAP Application Integration, Identity and Directory access Management and PKI.
* I have acquired a tremendous amount of hands on experience and project management including Windows Server 2003,2008,2012 and VMware Virtualization VMotion, P2V, V2V, VMware Update Manager, VMware Workstation, Citrix Xen Desktop, Xen App, XEN Server. Installation, configuration, Administration of VM Ware ESX/ ESXi, Virtual Center.
* Create virtual machines, install Operating systems inside VM’s and installing VM tools and configuring these VM’s based on requirements.
* Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and VM logfile, and verifying completion of scheduled jobs such as backups, checking alerts and alarms, managing private cloud.
* Sound knowledge ESX and ESXI Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
* Experience in designing and implementing AD migrations using ADMT and Quest.
* Active Directory Migration with ADMT.
* Strong working knowledge of scripting PowerShell and vbscript for Windows.
* Implementation and after configuration maintenance of HA, DRS, FT and Resource pool.
* Installation, Configuration and Administration of Virtual Infrastructure using ESX/ESXi, VMware V sphere 4.x, Virtual center 4.X and 5.x Servers.
* Expert level skills in migration of Virtual machines using VMotion and Storage VMotion.
* Creating Templates, Taking Snapshots, Cloning, Cold Migrations and Hot Migrations.
* Create Virtual switches and port groups, configure virtual networking settings for redundancy by teaming up VNICs, and configure network traffic, security and load balancing policies.
* Install new and rebuild existing ESX/ ESXi Hypervisor, Citrix Xen App and configure hardware, peripherals, services, settings, directories, storage, etc in accordance with standards and project/operational requirement.
* Experience in Migrating from VMware ESXi to Hyper-V 2012 with SCCM SP1 R2.
* Experience in iSCSI SAN, NAS, NFS storage and RAID (0, 1, 3, 10, 01, and 5) concepts.
* Installing & Upgrading of VCenter, Vsphere Client, ESX &ESXi Hypervisors, VMware workstation.
* Expert in Configuring and administering Active Directory, Exchange Server 2007/2010, SQL server 2008/2012 R2, IIS 6.0/7.0.
* Provide 24x7 on call support as part of scheduled rotations.
* Experienced in Upgrading/Migrating Windows NT domain to Windows Server 2003/2008/2012 Active Directory and Windows 2008 Active Directory.
* Sound knowledge on Virtual Center server 2.5, 4.0, and 5.0 and for managing multiple ESX servers.

**Technical Skills**

* **Operating Systems:** Windows Server 2003, Widows 2008, Windows 2012, Windows 7, Windows 8, RHEL, MAC OSX.
* **Applications:** Microsoft Office 2007/2010 (Word, Excel, PowerPoint), Microsoft Project Planner,Visio, Microsoft Exchange Server 2003/2007/ 2010.
* **Networking:** LAN / WAN Technologies, TCP/IP, DNS, Virtual LAN, VSwitch, Network Design andTroubleshooting, Active directories, DNS, DHCP, Web Servers.
* **Protocols/Standards:** TCP/IP, RIP, EIGRP, OSPF, FRAME RELAY, ETHERNET, NAT, PAT, SPANNING TREE,ARP, SIP, MGCP, H232.
* **Security:** Operating System/Network Hardening, Access controls, AAA, Firewall deployment,RADIUS< TACACS+
* VMware infrastructure design, VMware fusion, VMware Horizon, VDI, Vpex, VMware Vsphere, VMware ESX, ESXi and VCenter, VMware View with Thin App, VBlock private cloud, flexpod and VMware SPEX.

**Experience:**

**Optum/United Health Group-Basking ridge, NJ** **Jan2019 – Till date**

**Sr. VMware WindowsSME (Expert)**

Optum is health services and innovation company. It powers modern health care by modernizing infrastructure, advancing care and improving experiences, it is 5th in united states on the fortune 500. UnitedHealth group offer health care products and insurance services. This project deals with the reservations of the patient’s appointment system which enables the user to reserve the appointment system where the doctors’ appointment system is either reserved or not.

**Responsibilities:**

* Managing Windows Server 2003, 2008, 2012 Domain Controllers, Active Directory, **DNS, DHCP, HTTP, FTP, SSH, SMTP.**
* Involved in Windows 2008 to 2012 Migration and DFS migration to Net App storage (Hosting and Removal of DFS Roots).
* Checking all regions DC’s Health check and taking appropriate action if any failures and send report to Higher Management.
* DC Rebuild and promoting AD and Isolate DC’s from network before going to decommission DC and coordinate with Server Provisioning team while decommission of legacy Domain Controllers and performing Meta data cleanup for retired DC.
* Provide support to end users related to Identity and Directory management issues (Server level permissions, Group level permissions) and guide users how to make request through self-service, PKI issues (Users not able to login to JNJ network, Token Lockout, reset token, authentication issues). Support/troubleshoot for LDAP integration with various applications
* Preparing KB articles and uploading to SharePoint. Providing on-call and Queue Manager Support for offshore team working on Tasks and Incidents which are escalated by offshore team, even follow KB articles for any issues and check list of server or application alerts and take necessary action.
* Administration of security for users, groups and NTFS permissions.
* Working on Incident and Change management and CRT issues.
* Coordinating with different tracks for any Application and server related issues.
* Supporting NetIQ DRA servers (User Management, checking DRA logs).
* Recover deleted objects from AD using Dell Quest Recovery manager tool.
* Involve in Data Centre Maintenance Shutdown weekend activity.
* Daily Working on user related issues like security group permissions on Windows Servers and maintaining DRA Application for Active Directory related work and working on SCOM alerts triggered for DC’s, DRA servers and User Authentication issues (Account lockout and LDAP Authentication)
* Installing ESXi on **HP blades** (SD card) and rack servers and configuring the settings to cope up with the present environment.
* Migration of resources done in batches of a specific number of resources everyday using Active Directory Migration Tool.
* Performed installing, configuring and troubleshooting VMware View Composer and View Connection Manager to make Virtual Desktop Infrastructure efficient and to simplify desktop administrative management tasks.
* Provided technical support to VDI users, solving connectivity problems.
* Performed Installation, Configuration and Administration of VMware VSphere5.x, ESX 5.5, ESXi Server & VMware View.
* Worked on successfully upgrading all hosts and vCenter servers to vSphere 5.5.
* Reconfigured all ESX network connectivity utilization including VLAN tagging and teaming also customized Virtual Networking (Virtual Switches, VM Kernel Ports).
* Performed ESX Hosts and Virtual Machine migrations between Development, Integration, and Production environments and across Datacenters.
* Installed, Configured and Maintained infrastructure systems such as ticketing systems.
* Implemented and Tested desktop virtualization and introduced VMware View to the client.
* Planned and Set up the Web Server environment for SSO (Single Sign On) technology.
* Windows systems administration including installing system Security Patches, Hot Fixes. Reviewed tasks, issues and recommend changes to reduce problem reoccurrences.
* Performed Production Server Support and Automated Information Systems assistance.
* Configured Network and Server Software, Hardware and peripheral devices to resolve network issues.
* Involved in Troubleshooting ESX host issues with VMware.
* Experience utilizing Virtual Center, including vSphere Command-Line Interface commands.
* Install new and rebuild existing Servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
* Performed ongoing performance tuning, hardware upgrades, and resource optimization as required and Configure CPU, memory, and disk partitions as required.
* Administered and troubleshot virtual user accounts and desktop sessions using VMware Horizon View Administrator.
* Created, changed, and deleted the User Accounts per request.
* Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
* Experience and understanding in managing Hyper-V Infrastructure
* Contributing to Hyper-V virtualization and Windows Server migration projects and upgrades.
* Administering, Planning and Maintaining Microsoft Windows Server 2012/2008 R2/2003.

**Environment**: Microsoft Windows Server 2008/03/12, Windows 7/XP, VMware ESXi, VMware vSphere, VMware View, HP ProLiant Servers, ADMT, HP Systems Insight Manager, SQL Server 2008/2005, Active Directory, HP Virtual Connect.

**Verizon, Irving, TX** **May 2018– Nov2018**

**Sr. VMware Windows Engineer**

Verizon is a leader in telecommunication services, including cell phones, wireless, U-verse, digital TV, high speed internet, DSL and home phone services. Performed migration of servers to virtualized environment under VMware vSphere for using VMware converter thereby reduced overall IT infrastructure footprint.

**Responsibilities:**

* Virtual Center Server & License Server Installation and Configuration.
* Extensive experience in installing, configuring, maintaining, implementation, and support on IBM AIX […] RHEL 5, NIM, NFS, TSM, Oracle RAC, and ASM.
* Installation, Configuration and Administration of Virtual Infrastructure using ESX 3.X, VMware V sphere 4.x, Virtual center 4.X and 5.x Servers and Citrix XenApp, VMware Horizon View.
* Hands on experience in installing configuring Windows Operating system, AD, DNS, DHCP, RHEL, Cisco switches Nexus 5020, 5010, FCoE, Catalyst 2960, 4948, MDS 9124 Brocade FC switches 200e, 300e, 4100 as well as NetApp Snap Manager products.
* Strong Experience in supporting IBM-AIX.Also supported RHEL and SUSE server environments.
* Experienced in installation, configuration, tuning, security, backup, recovery and upgrades of IBM AIX.
* Installation and configuration of virtual machines in physical ESX server.
* Created virtual machines using Hyper-V and deployed prepared pre-production environment.
* Installing and configuring of Samba, squid, FTP Server, SMTP Server, RAID and LVM, send mail Server, and Network based Printers.
* Managing Windows Server 2003, 2008 Domain Controllers, Active Directory, DNS, DHCP, DFS and Exchange Servers, Service Manager, group policy.
* My job is to install and configure the systems and assist with the software integration.
* Strong working knowledge of scripting PowerShell and vbscript for Windows.
* Identified and fixed ESX performance bottlenecks by working with clients and other teams.
* Customized layer 2 and layer 3 networking between VMware, networking components and storage for high availability and maximum performance.
* Migrate and manage virtual machines and ensure high availability of applications.
* Deploy virtual machines from templates and allocate resources, Manage VM's using VM ware virtual center and web access, Configurations of Virtual switched and network connections.
* Install and maintain SQL server 2005/2008 and cluster services and setup automatic failover. Maintain SQL backup and troubleshoot connectivity issues. Configure cluster disc.
* Migrate physical server windows servers 2003/2008, Linux, SQL server, Cluster node servers to Virtual servers using VMware vCenter Converter and troubleshoot performance issue.
* Worked with multiple solutions integration (IBM, CSC, HP) to position NSX platform services in green and brown field.
* Running ADRAP tool on regular basis in the customer environment, analysis the report and categorizes issue based on the criticality.
* Hardware and server Migration to new data center on HP blade chassis (C7000, BL460).
* Providing solutions to fix and remediate existing issues found in the tool and preparing Tec plans to the AD BAU Support team for remediation**.**
* Preparing documentation on ADRAP for the team to understand about the tool.

**Environment:** VM ware ESX 5.1, Windows 2008/2003/2012, VMware converter, VMware vSphere client, Fault tolerance, EMC Symmetrix DMX, Windows, Active Directory, DNS, SQL Server 2008/2005, DHCP and WINS, High Availability and Distributed resource scheduling, ADRAP.

**Hot telecom Inc –Chicago IL**  **Feb2016 – April2018**

**Sr. Windows SystemAdministrator**

The industry leader in international calling plans. Hot telecom provides a clear, reliable network that you can access anywhere, anytime. They have been industry pioneer, creating, reliable and affordableinternational calling plans that keep people talking. It is mainly a third party calling on any network in United states.

**Responsibilities:**

* Installing and Managing ESX and ESXi servers on HP, DELL and Installation of vCenter Server, vCenter Components and upgrading VMware Tools.
* Updated Firmware and ProLiant Support Pack for Windows 2000/2003 servers.
* Used tools such as VMware Converter, PlateSpin Power Convert, and ESX Environment for the P2V conversions.
* Implementation of Active Directory infrastructure and Network fundamentals, protocols (such as **DNS, DHCP, HTTP, FTP, SSH, SMTP**), Group Policy and Profile Management. Created Snapshots according to user’s requirement.
* Administered Microsoft Cluster Server with SQL server 2008/2005.
* Maintained Web Servers by installing IIS 6 and 7, FTP Sites and creating Virtual Directories in IIS6 and IIS7.
* AD Deployment Management and Security automation scripting using VB and PowerShell.
* Involved in Managing, Installing, and Supporting Windows 2008/2003 Servers, and VMware ESXi Servers 3.0/3.5/4.0/5.0
* Building ESXi /4.0/5.0 Host and maintain those ESXi servers through VI Client.
* Taking care of capacity planning for new clusters, ESXi and VM storage issues.
* Configured HA, DRS clusters, FT for important VM's.
* Analyzing and implementing OS patches and hot fixes as well as other OS configurations and updates using Blade Logic Patch Management tool.
* Involved in configuring the new HP Servers with Windows 2008/2003/2000 by using Capacity planner and VMware guided consolidation for gathering the Physical machines CPU and Memory usage metrics.
* Involved in initial setup of Fabric, used Web tools to be created VSAN’s and configured Zoning on Brocade switches.
* Created vSwitches and different ports groups for different purposes.
* Taking care of NIC teaming at ESXi server level for redundancy.
* Exposure to Configuring the RAID Groups and LUNs – GUI & CLI – VNX
* Support to all BAU [Business as usual] calls.
* Responsible for Migration of SCCM 2007 packages to SCCM 2012 environment using migration tools
* Responsible for standardizing configuration and image for all new and reimaged workstations, using Hyper-V, SCCM, and Group Policy Objects.
* Daily BAU L2/L3 Calls Support on Windows 2003 and 2008 Server Family infrastructure.
* Worked extensively in integration of EMC VNX SAN & NAS, control station, data mover Storage Array into the USER / AD environment
* Maintained records for event, audit and application logs.
* Implementation of Active Directory infrastructure and protocols (such as TCP/IP, DHCP, DNS), Group Policy and Profile Management.
* Creating User Accounts and Groups in Active Directory.
* Installed and Configured Windows 2008/2003 Servers.

**Environment:** VMware ESX 5.1/5.0/4.0, V Sphere 4.0, 5.0 Vcenter4.0, Windows Server, MS Exchange Server 2003, 2008 R2/2003, Windows 7/XP, Active Directory, HP ProLiant DL and Blade Servers.

**American International Group-Houston, TX** **Oct2014 – Dec2015**

**Windows System Administrator**

American International Group is the largest insurance firm in the united states that has interest in commercial and industrial assets. Project involved day to day server administration maintenance and periodic system upgrades to ensure high availability and minimum downtime.

**Responsibilities:**

* Install, manage and configure Windows physical servers using HP RDP.
* Project involved day to day server administration
* Live migration of VMs and VMDK files using VMotion and Storage VMotion.
* Periodic system upgrades to ensure high availability and minimum downtime.
* Installation, configuration and troubleshooting of server hardware with proper RAID and with various server OS, patching, security updates
* Backup and Restore using TSM.
* Project involved day to day server administration.
* Upgrading Altiris Deployment applications, version 6.9(396) SP1 to version 6.9(496) SP5 MR1 on 2700 Physical and VM servers, Windows 2000 server and Windows 2003 Enterprise R2 platforms.
* Installation of new drivers for image setup through vbs scripting on DOS command line.
* Creation of Linux and WinPE PXE boot disks for x86 and x64 OS.
* Importing of deployment images within Altiris console database.
* Functionality testing of newly upgraded Altiris application.

**Environment:**vSphere 5.1, 5.5, Windows Server 2003, 2008 R2.

**Cyient Hyderabad, India. Oct2012– Feb-2014**

**Windows System Administrator**

**Responsibilities:**

* Using VMware vCenter, created Datacenter Environment by creating VMware clusters, adding ESX hosts in the clusters, and implemented HA and DRS.
* Installed and configured ESX 4.0 Servers on Blade Servers.
* Performed physical to virtual (P2V) migrations for approximately 500 physical servers utilizing VMware Converter.
* Performed tons of V2V Migration.
* Implemented the new concepts of Windows Virtualization using Hyper – V and Application 0Virtualizations using the Windows RDS.
* Managed Windows Server 2008 Domain Controllers, Active Directory, DNS, DHCP, DFS and Enterprise Exchange 2010 Infrastructure and OCS 2007.
* Installed and configured the Hyper-V Servers for the windows virtualization.
* Created clones and templates of Virtual Machines
* Deploying VMs Through Templates
* Created & Troubleshoot Virtual Networks and vSwitches
* Installed following servers Win98, Win XP, Win NT, win 2000, Win 2003, Win 2008 etc.
* Configured DNS, DHCP etc.
* Configured HP Blade DL460 using the ILo& Onboard Administrator and HP Insight Manager.
* Responsible for deploying, managing, and maintaining HP Proliant BL-series C-class blade servers and DL-series servers.
* Installing the Licensing Server for Citrix XenApp. Upgrading the Licenses Versions, Administration and Activation of License of XenApp farm.
* Installing and Configuring Web Interface.
* Configuring and Monitoring Citrix server’s by using Citrix EdgeSight.
* Installing Citrix XenApp patches and Rollup packs on servers as and when recommended by Citrix.

**Environment**: Windows 2000/2003/2008 R2, Windows XP/Vista/Win 7, VMware ESXi 4.0 Server, VMware View, VMware Lab Manager. Open filer iSCSI SAN/NAS, HP Proliant Blade Servers BL280C G6, BL460C and 620C Series, Citrix, Citrix XenApp, Dell PowerVault NAS, SonicWall Firewall, Remote desktop services, NetApp FAS3050, FAS3160, FAS270.

**Datamatics Technologies Ltd-Mumbai, India. July 2011-Sep12**

**Windows Administrator**

**Responsibilities:**

* Maintaining the file server, application and Print Server.
* Created User Accounts, groups and running scripts on production servers.
* Assigned local security policies on member servers and standalone servers using RDP.
* Manage and monitor Active Directory services and group policies.
* Worked elaborately on different windows environment which include Windows NT version 4.0, Workstation, Terminal, 2000 and 2003.
* Assigning folder permissions to the users by gathering approval from the group owners.
* Efficiently created and managed various Groups (Domain Local and Global Security)
* Worked on HP Open View Service Desk (OVSD) tickets.
* Raised tickets for any issues discovered during validation.

**Environment:** Windows 2000 Server, Windows 2003 Server, Windows NT Server, Windows XP/98.

**Education:**

**Master’s in Information System, Concordia University Wisconsin, USA, 2014-2016**

**Bachelor’s in computer’s science from Osmania University, Hyderabad (2006-2010)**