



Abubacker

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M.Sc. Information Technology and Over 13+ years of Experience IT Industry and Project Management & Service delivery over 6+ Years

Academic Qualification

- Post-Graduation: M.Sc. Information Technology, Bharathidasan University, Trichy -2003
- Graduation : B.Sc. Computer Science, M.I.E.T. Arts College, Trichy - 2001

Certificates

- ITIL 2011 Foundation certified
- Microsoft Certified Professional – MCP
- Microsoft Certified System Administrator - MCSA: Messaging
- Microsoft Certified System Administrator – MCSA
- VMware Certified professional – VCP410
- Level 1 Six Sigma Yellow Belt certification (Cognizant Internal)

Work experience

Cognizant Technology Solutions

Nov 2012 — Present

Manager – Service Delivery

- Lead 80 members of technical team and handling escalation
- SO creation, Allocation and various ESA activities
- SOW creating, amendment and CR's
- Budgeting and Revenue forecasting
- Be single point of contact for delivery and be the advocate between Service Delivery and the Customer
- Provide leadership and direction to Delivery teams
- Handle Operational Issues related to delivery center
- Participate in account plan / strategy

- Lead Business reviews with Client
- Manage relationship with internal stake-holders and functions
- Review and analysis of periodic reports and metrics
- Deliver services according to SLA - Day-to-day management of all service delivery activities
- Drive the identification of operational cost & efficiency savings
- Ensure timely response to all client inquiries.
- Monitor team performance against services being delivered and provide metrics to clients on service SLAs and projects.
- Prepare for and conduct quarterly performance review meeting with Client Manager. Address any action items coming out of it.
- Work with Client to adjust workload and associated SLAs
- Responsible to handling various clients, incidents, Project delivery and IT Operations.
- Bill & Invoices in a timely manner
- Manage resource fulfillment & staffing
- Employee Job Rotations
- Working on Margin optimization
- Create, Contribute and Implement best practices
- Monitor the progress of all projects and deliverables
- Motivate and inspire team member
- Mentoring the team members and helping them in all technical aspects

Wipro Technologies

Jan 2010 — Nov 2012

Specialist (Team Leader)

- Lead 10 members team and handling escalation and acting as a SPOC between Onsite & offshore
- Maintaining over 200+ ESX Box and 1000 Virtual Machines
- Monitoring All Citrix servers and Handling all Citrix application and Citrix related application issues
- Monitoring All ESX and VM's, Handling all VMware related issues
- Knowledge in installing Citrix servers, Publishing applications
- VM creation, Deletion, Snapshot, Hardware provisioning
- Handling Vendor coordination
- Participating in DR Activities & Client meetings
- Upgrade Citrix versions
- Maintained around 300 Citrix servers (Citrix Presentation server 4.0, 4.5 and XenApp 6.0)
- Worked in Various versions like Citrix Presentation server 4.0 and 4.5
- Work towards achieving SLA defined and meet the client matrix.
- Act promptly on feedback given in the customer Meetings which has impacted scorecards.
- Contribution in Weekly Highlights , monthly report on key activities performed, concerns, learning's

- Mentoring the team members and helping them in all technical aspects
- Act as a focal point for the immediate supervisor and provide feedback when required
- Motivate and inspire team member
- Mentoring the team members and helping them in all technical aspects

Tata Consultancy Services

May 2009 — Jan 2010

I.T. Analyst

- Lead 5 members team and handling escalation and acting as a SPOC between Onsite & offshore
- Monitoring All Citrix, Windows and VMware servers and Handling all application related issues
- Maintained a Windows 2000 & 2003, VMware, Citrix and Novell NetWare servers
- Managing over 1200 Physical and virtual servers across the globe
- Creating/Updating Users and Groups in the Active Directory and Novell LDAP
- Monitoring Antivirus updates
- Installing Microsoft Software's, Oracle client & other third party software's

Dexterity Business Analyst Pvt Ltd

Sep 2007 — Aug 2008

System Administrator

- Maintained a Windows 2000 & 2003 LAN of 18 servers
- Hardware troubleshooting and Software Installation for Desktops and Laptops
- Configure Wireless router for Wireless LAN Access
- Installation & configuration of Active Directory Services in 2000 & 2003 server
- Creating/Updating Users and Groups in the Active Directory
- Monitoring incoming and outgoing mails for delivery or delay
- Establishing Rights and Permissions for authorized Users and Groups
- Planning & Implementing user, Computer & Group Strategies
- Deploying configuring and managing Microsoft clients
- Planning & Implementing the ADS Backup
- Monitoring Antivirus updates
- Installing Microsoft Software's, Oracle client & other third party software's
- Installing & Maintaining SMS 2003 Server (Systems Management Server)
- Installation & supporting for network printers.
- Implementing services like DHCP, DNS, IIS
- Preventive Maintenance of Desktops and Laptops

S K International

Feb 2005 — Aug 2007

Customer Support Engineer

- Maintained a Windows 2000 & 2003 LAN of 30 servers
- Installation & configuration of Active Directory Services in 2000 & 2003 server
- Deploying configuring and managing Microsoft clients
- Managing VERITAS net backup server
- Planning & Implementing the ADS Backup
- Installing configuring Microsoft Exchange 2000 & 2003 Server
- Administered & maintained Microsoft Exchange 2000 & 2003 Server & mailboxes
- Installing Microsoft Software's, Oracle client & other third party software's
- Installation & supporting for network printers.
- Implementing services like DHCP, DNS, IIS
- Preventive Maintenance of Desktops and Laptops

Raaja Computer Centre

Nov 2003 — Feb 2005

Hardware Engineer

- Responsible for providing the solution to the customer in both hardware and network related problems.
- Should monitor the AMC's customer by providing monthly check-up.
- Responsible for maintaining the customer's database with feedback.
- Maintaining Purchase.
- Educating customers

Personal Details

D.O.B : 03/04/1980

Marital Status : Married

Nationality : Indian

Passport No : L7738305

Declaration

I hereby solemnly declare that the information furnished and the statements given in the curriculum vitae and the enclosures are true, correct and complete

Place:

Date:

(I.ABUBACKER)