



ROWTHER NAINA MOHAMED



SYSTEM ANALYST



QUICK FACTS



Born
1991



High School
2010



Under Graduate
2012



Work Experience
2013-2017



Post-Graduation
2017-2018



Internship
2018



SUMMARY

- Experienced in ITIL service Infrastructure Incident, Change, Service request handling.
- Provided customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting using established debugging procedures to over 500 customers across all region.
- Administered users accounts in Active Directory.
- Trouble shoot MS Windows 10, Apple iOS, MS Office 2010, MS Exchange 2003/2010, Citrix, VM Ware, Active Directory, TCP/IP, DNS, DHCP, SMTP
- Configured and maintained computing infrastructure
- Resolved various technical problems ranging from PC's, hardware, software, network printers, LAN/WAN
- Monitored network performance to determine whether adjustments needed to be made and determined where changes will need to be made in the future.
- Experienced with Remote Access, Track-it, Remote Desktop, VOIP, and VPN; Create, configure, maintain and delete network printers on/off server.
- Supported 800 users in person, over the phone and using remote desktop tools.
- Active Directory accounts creations, Office 365 account setups, Outlook Configurations, Desktop Issues, Business applications.
- Security of Infrastructure with Symantec Endpoint Protection, Spam protection by Proof-Point.
- Configuring Backups, monitoring them and Storage issues.
- Provide system and network administration support for MS Windows 10, OSX, and Cisco systems
- Assisted in deployment of 60 Cisco routers to multiple sites across country
- Maintained and administered computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.



TECHNICAL SKILLS

- Creation of Virtual servers through **VMware**, Managing Server configurations, Scheduling and Patching of Windows servers.
- Migrated VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts.
- Used VMware vMotion to eliminate application downtime from planned server maintenance by migrating running virtual machines between hosts.
- Planned and conducted major migration of VM server from Houston to Dublin.
- Using Thin Provisioning for all new VM servers
- Supporting 6000+ users from a server/storage prospective.

PROFILE

A proven system analyst with success in guiding the implementation of leading-edge technology solutions. Graduate visa entitled to work in Republic of Ireland.

WORLDWIDE EXPERIENCE



CONTACT

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LINKS

www.linkedin.com/in/rowther

github.com/rnainamohamed91

<https://rnainamohamed91.github.io/index>

<https://codepen.io/rnainamohamed/>



EXPERIENCE

12/2017 – 05/2018

Galway, Ireland.

SYSTEM ADMIN

INSTILLO

- Created User Accounts in AD, Exchange 2010 Mailboxes, MS Lync Accounts, and Avaya Phone account and message box set up.
- Experienced with Remote Access, Track-it, Remote Desktop, VOIP, and VPN; Create, configure, maintain and delete network printers on/off server.
- Strong knowledge of IP printing configurations, static and reserved IP addresses with-in an enterprise network; Printer and copier maintenance.
- Configure, install, image desktop and laptops for new users
- Fielded helpdesk requests, created IT documentation for problems/resolutions
- Troubleshoot network, printer, hardware, and software issues.
- Create and maintain user groups and permissions using active directory and exchange 2000.

Reference: Shankar Ganesh – shankar@jabbers.ie

10/2016 – 08/2017

Chennai, India.

SENIOR SYSTEM SPECIALIST

COGNIZANT TECHNOLOGY SOLUTION

Achievements/Tasks

- Responsible for Cloud server snapshots, decommissioning, disk adds and cloud cluster migration of virtual machines
- Migrated VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts documentation that can be clearly understood by business users and translate these requirements into technical solutions.
- Migrated VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts
- Used VMware vMotion to eliminate application downtime from planned server maintenance by migrating running virtual machines between hosts.
- Created clones from existing VMs (both live and powered-off)
- Deployed several VMs from Templates and customized their configurations as-needed.

Reference: Ravi Kumar Alluri – Ravikumaralluri@ymail.com

06/2015 – 09/2016

Chennai, India.

SYSTEM ENGINEER

TATA CONSULTANCY SERVICE

Achievements/Tasks

- Defining and designing processes for Service Now applications which includes incident management, problem management, change management, service catalog and knowledge management
- Resolving issues in middleware applications (AS400)
- Accomplished highest AHT by solving the high priority incidence and Change.
- Elected best “Employer Award” of the year 2015

11/2014 - 05/2015

Chennai, India.

CONSULTANT

SUTHERLAND GLOBAL SERVICES

Achievements/Tasks

- Responsible for network connections of small-medium business in Bell Canada.
- Configuring router, modem, Switches, Load Balancer
- Managing IP/DNS/DHCP records and static IP (forcing IP)
- Managing and troubleshooting Bell Modem and Routers (2wire 2710HG, Hub 1000, Hub 2000)
- Managed and worked on the Remedy Tools (ITSM), Incident, Change, Service Request
- Achieved 35% of the reduction in overall AHT and traffic by automating the process of manual instruction.

02/2013 – 10/2014

Chennai, India.

SUPPORT ENGINEER

CSS CORP

Achievements/Tasks

- Monitored and analysed the flow of the customer call traffics.
- Promoted as quality lead with success rate of 95%.
- Conducted webinars to avoid the mistakes in dealing with business partners.

EDUCATION

10/2017 – 06/2018
Galway, Ireland.

M.SC INFORMATION SYSTEM MANAGEMENT - NUIGALWAY

- Major Project thesis – Business development for CDDCC Galway, my work was composed of digital transformation of the organization.
- Taught Modules:**
 - ✓ **Advanced application Programming** (Java, MVC, Object Oriented Programming, Collections)
 - ✓ **Business Application Programming** (c#, .Net Framework)
 - ✓ **Relational DB** (SQL querying)
 - ✓ **Applied systems Analysis** (– DB Designer/Visio, User Requirements identification, critically assessing interview technique, Process, UML, Data modelling)
 - ✓ **Enterprise Systems** (Digital Transformation, FinTech 101, EPA, Gamification)
 - ✓ **Systems Development & Project Management** (GANTT Charts, PERT, UML, DFD's)
 - ✓ **Business Modelling and Analytics** (Data analytics, Machine learning, XLminor)
 - ✓ **Information Systems Strategy and Innovation** (Open Innovation, and Crowdsourcing, Design Thinking, innovation)

04/2011 – 04/2012
Chennai, India.

B.TECH - INFORMATION TECHNOLOGY – ANNA UNIVERSITY (VEL TECH ENGINEERING)

- ✓ **Taught Modules:**
(Data structures and algorithms, Computer science and architecture, Digital signal Processing, Cryptography and network security, Data warehousing and data Mining, Economics and Financial Accounting, Microprocessor and controller)



SKILLS



Responsive design



C# .net (MVC Winforms)



Java (MVC, MVC, OOP, Collections)



Requirement Gathering



Front-End Dev
(HTML5 CSS3 Js)



SAP ERP
(Certified)



API (REST api)



Feedback Analysis



Java Script (Json, JQuery, AngularJS)



Project Planning



Git (Branching, Fork, Merge)



Translate User Requirement into technical Solution



Wireframe (MVP)



Project Management
(time, cost, risk)



Testing (Unit testing, UA Testing)



Agile Methodology



MOST PROUD OF



Organiser of Galway Tech
meetup (08/2017 – Present)



Best appreciation mail
from Client
(06/15 – 05/16)



Self-made Professional



HOBBIES



JUGGLING



COOKING



PHOTOGRAPHY



DESIGNING



VOLUNTEERING