

# Md. Arif Hussain

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## Objective :

Provide leadership, strategic vision and direction to the IT infrastructure, application development departments and business users.

To facilitate growth of organization using technology and innovative solution

## Resume Summary

Current Employer	:	<b>Poonawalla Fincorp Limited</b>
Domain	:	IT Infrastructure project and operation
Designation	:	<b>Deputy Manager – Zonal IT</b>
Academic Qualification	:	<b>B.Tech</b> (Electronics)
DOJ	:	18 <sup>th</sup> Sept 2015

## Professional Experience:

IT professional with over 25+ years of extensive work experience in IT project management, IT Infrastructure & Operations.

## Task and current activities

- ▶ Management of IT service operation for Kolkata –HO and West Bengal
- ▶ Facilitating business with the help of IT Infrastructure operations of more than 18 branches in Kolkata and West Bengal.
- ▶ Interacting with different Vendors Management to get the Service and Support.
- ▶ Network Monitoring, its performance through WhatsApp gold.
- ▶ New Branch Setup and coordination with respective stack holder to complete the Setup.
- ▶ Allocation of Laptop, desktop and BTP to new joiners
- ▶ Review of incident and Service Request in PSD to improve TAT to get users satisfaction.
- ▶ Single point of contact for any IT issue for Kolkata and West Bengal.
- ▶ Working on EFRC module in ZingHR for release of exit employee through system.
- ▶ Review of PSD tool for Incident Management and Service Request
- ▶ Managing Compliance & Security of all endpoints allocated to employees with RE Support

## Academic Credential

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| ▶ B.Tech. (Electronics) passed with 67.8 % from AMU Aligarh. | 1994 |
| ▶ S.S.S.C ( 10+2) passed with 73.6 % from AMU                | 1990 |
| ▶ High School passed with 72.33% from West Bengal Board      | 1987 |

## Technical Certification & Training

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| ▶ ITIL V3 Training organized in CMS Info Systems                       | 2012 |
| ▶ Black Barry Server training from CMS Info systems Pvt Ltd, New Delhi | 2009 |
| ▶ Windows Active Directory Services from CMS Info Systems              | 2006 |
| ▶ Lotus Notes and Lotus Traveler Training                              | 2005 |
| ▶ Microsoft Exchange Training from CMS Info Systems                    | 2004 |
| ▶ Microsoft Certified Professional (MCP)                               | 2002 |

## Previous Employment History

- 1 - **CMS Info System Pvt. Ltd., Kolkata & Mumbai** (Previously known as **CMS Computer Ltd**): Worked as Team Leader / Customer Support Engineer -from 28<sup>th</sup> April 1999 till 10<sup>th</sup> Sept 2015

- ▶ Managed a team of 42 people in IIM CAT Prometric Project & managing 52 people as Residential and HO Engineers for Magma Project.
- ▶ Managed the service delivery to business as per agreed SLA.
- ▶ Ensuring the timely resolution of user's problem / request through enterprise incident management tool.
- ▶ Business impact analysis, Implementation of corrective action.
- ▶ Vendors management for providing the OEM services to critical equipment in IT
- ▶ Availability management for business-critical applications.
- ▶ Continual service improvement by driving the operation review meeting bi-weekly
- ▶ Effective Vendor Management
- ▶ Service Desk operation using ITIL best practices.
  - ▶ Project Management and documentation skills.
  - ▶ Project planning, scoping, estimation, tracking using project management tool.
  - ▶ Business process analysis and mapping with IT.
  - ▶ Rolled out 150 non connected branches to VPN on a Pan India basis.
  - ▶ SLA compliance by vendors and ensuring good level of service to all the end users.

## **Customer / Project Handled History through CMS Infosystems**

### **Project: Prometric DNB Online Examinations**

**Duration** : May 2015 to Sept 2015

**Responsibilities** : Installation of DC, ADC, CC Proxy Servers and Admin System as per Prometric Tech guideline. Also installation of trouble shooting of Test System during Examination and also SOP for a venue for all technical escalations

**Site** : **Magma Fincorp Limited**

**Duration** : 1<sup>st</sup> Dec 2010 April 30<sup>th</sup> March 2013

**Responsibilities** :

- ▶ Overview of the process for effective day to day management of an IT infrastructure.
- ▶ Incident and Vendor Management
- ▶ Coordinates with various teams for incidents resolution and service request completion.
- ▶ Focus on complex issues related to operation aspects that cannot be resolved at lower level support. Ensure that problems are identified and resolved in minimum downtime as per SLA
- ▶ Reporting Help Desk performance and generating other reports required by client.
- ▶ Support engineer's performance on Incidents and give reports to client.
- ▶ New Engineers Interview and Technical training with Site Documents.

### **Technical Responsibilities:**

- ▶ Installation, configuration and Managing **Windows Servers 2008 /2012**. Handling more than 50s Windows Servers PAN India with **DHCP, File Server, WSUS, DMS and Antivirus**.
- ▶ Implementation of **Group Policy**.
- ▶ Domain User creation, Password Reset, account unlock.
- ▶ **Omnicsan DMS Server** installation and configuration in coordination with Vendor.
- ▶ **Trend TCM 5.6**, OfficeScan Server installation and configuration.
- ▶ Print Server Installation and configuration of Network Printers.
- ▶ Backup and Data Recovery of All Servers in the Branches.

**Project** : CAT IIM 2010 Project as Regional Project Manager (CMS)  
**Duration** : 1<sup>st</sup> July 2010 to 31<sup>st</sup> Nov 2010  
**Team Size** : 45  
**Responsibilities** :
 

- ▶ The job responsibility includes to oversee and manage the day to day activities and responsible for working with the Test Center technical staff to assess progress, risk and then report status during daily status meetings or call conference.
- ▶ Scorecard showing planned vs. actual progress with defined actions to address any gaps or delays List of upcoming deliverables and any risks and defined mitigation plans. Preparation of MIS, action plan etc.

**Project** : **Bharat Aluminum Co. Ltd, Korba Chhattisgarh**  
**Role** : Windows Expert Engineer in Balco Data Center (CMS)  
**Duration** : From August 2009 to June 2010  
**Responsibilities** :
 

- ▶ Windows Administration for configuration, maintenance, backup and support for production Microsoft Windows 2000/2003/2008 enterprise servers. Build, configure and implement new Windows Servers and related Support services for Active Directory and Group Policies.
- ▶ Installing, testing, troubleshooting and documenting server upgrades, configuration changes, and service packs on Blade and Power Edge Server
- ▶ Troubleshooting application performance and systems tuning on Windows Servers.
- ▶ Monitoring Server performance, rapidly and effectively diagnosing and solving all outages or performance problems.
- ▶ Providing 2nd and 3rd level Windows Server technical support to FMS Engineers.
- ▶ Participating in an on-call rotation and assisting with 1st level hotline support as necessary.
- ▶ Managing patch deployment with Windows Software Update Services (WSUS).
- ▶ Installation & Maintenance of IIS, Active Directory, DNS, Group Policy.
- ▶ Trend Micro Server and Clients status

## 2- CREATIVE COMPUTERS, Lamington Road, Grand Road (E), Mumbai

The Company is reseller of Assembled machines and dealer of Logitech Mouse, Scanners, and Vintron System & Monitors and provides maintenance & Support to some of major clients like East India Hotel, Hanging & Shipping, Reliance Industries, and home users.

**Designation:** **Senior Technical Support Engineer (Hardware and Software)**

**Duration:** From 1st May 1997 to 27th April 1999.

### Key Responsibilities

- ▶ Installation, Configuration and Administration of Windows Servers, Laptop & Desktop
- ▶ Installation, Configuration of various communication devices likes Switches Routers
- ▶ Disaster Recovery process by backups & restore procedure.
- ▶ Administration of various communication devices
- ▶ Administration of print and file server.
- ▶ Installation and configuration of Novel Netware 4.12
- ▶ Vendor Management

## 3-EPSON COMPUTERS SERVICES, Nehru Place, New Delhi.

**Designation** : Customer Support Engineer.

**Platform** : WindowsNT4.0 Server/Workstation, Windows 95/98, Novell 4.11.

**Duration** : From 15th Feb 1995 to 13th Dec 1996

**Responsibilities:**

- ▶ Responsible for any break down call reported by customer.
- ▶ Network Design & Implementation (LAN / WAN).
- ▶ Installation of Hardware / Software and Network Devices
- ▶ Maintenance and Upgrade of PCs and Laptops
- ▶ Disaster Recovery process by backups & restore procedure.
- ▶ Responsible for customer's satisfaction with regards to service & support

**Marital status** : Married  
**Languages known** : English, Urdu, Hindi, Bengali  
**Present Address** : H. No. 33, B. L. No. 3, P. O. Kankinara, Dist.: North 24  
Parganas, Pin: 743126  
**Mob No** : 9830110799

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Date : 16<sup>th</sup> November2022  
Place : Kolkata