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Rubiya Qureshi

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Over 4 years of experience which includes Windows/VMware Administration, Project Planning & implementation with Best Practices, Processes for IT Infrastructure of various clients from different regions for service delivery, Vendor Management & team management. Providing Technical Support to Clients in Enterprise Level and had worked on technologies such as Windows 2000; 2003; 2008,Print/DFS/IIS/File/SQL Servers & Clusters VMware ESX 4.0; 5.1, Backup & restore tools.

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| **Highlights:**   * Over 4 Years of IT experience, covering Server Systems, Remote & Virtual Environment, Networking and database administration, Backup/Recovery, hardware and OS configuration, On call Support. * Incident/Change/Problem Management. * Vendor Management (Microsoft/VMware/HP etc.) * Experience on Win2K3 & Win2K8 servers, DNS; DHCP; Active Directory; Patching; Common Hosting Platform. * Managing & troubleshooting DFS;SQL; IIS; Print; file servers with & w/o Cluster environment * Experience on Virtualization Environment Installation, Configuration & Management of ESX Server 4.0 & 5.1 * Experienced on OS migration, P2V & V2V Migration, User migration, Database migration, Hardware & bios upgrade, various application testing project. * Prepared various technical documentation, SOP, developed new process which received approval from by clients, Automation of regular work through Script. * Successfully Completed 1 Transitions project at Offshore. * Service delivery evaluation, Quality checks & Auditing. * Involved in Knowledge transfer, Trainings, Presales activity & Recruitment. * Good knowledge of Team Handling, Client interactions for day to day activity & new business/scope. | **Transition & Knowledge Transfer—**   * **Successfully completed 1 Project Transitions at Offshore (India).** * **Provide support to 2 different projects.**   **Certifications:**   * **VCA-DCV** * **VCA-Cloud** * **MCP**   **Academic Achievements.**   * Bachelor of computer application, MDS University, Ajmer, Rajasthan 2011. * PG Diploma in IT Infrastructure and System Security, CDAC-ACTS Pune, 2012.   **Personal Details**   * Father's Name: Najmuddin Qureshi * Marital Status: Single * Nationality : Indian * Date of birth : 01st June 1991 |
| **Work Experience:**  **Capgemini India Pvt Ltd.** |  |
| **Designation–Consultant**  **Role – Wintel Admin**  **(Windows/VMware)**  **Duration : Feb 2015 to till date**  **Roles & Responsibility:** |
| * Overall Environment & Product support DEV/UAT/PROD * Responsible for managing and troubleshooting infrastructure related issues which includes more than 12 different banking application team. * Managing VMware Infrastructure environment with around 120+ ESXi server, 1400+VMs, Managing Virtual Centre server. * Create/support new Test environments for new demand/projects & to support team to achieve target for environment. * P2V; V2V Migration, rebuild, clone, deploy from existing template, template maintenance. * Configuring HA & DRS for vSphere cluster for smooth resource allocation within the cluster. * Adding new ESXi host to the cluster and configuring it according to the need using vSphere Host profiles * Assigning new storage (data store) to ESXi host and managing storage. * VM Server build & rebuild(Deploying new VM from the template and cloning an existing VM as per the client request through Change Management Process) * Creating templates, deploying virtual machines and updating OS patching for VMs. * Providing end-to-end support to application team for their environment starting from development to Production with different requirement & designs. * Adding new disk to the running virtual machine and extending its logical volumes during space crunch issues. * To understand/coordinate & create/build new environment request with different SME/Stake holders. * DR Planning; Testing; work allocation; prioritization in coordination with 12 different team. * To identify new scope for existing process improvement & prepare implementation plan (VMware/Citrix/Open link). * Providing infrastructure support to Open link trade capturing application and maintain application during entire Trade life cycle. * Preparation of new Process & Technical Documentation * Create/support new Test environments for new demand/projects & to support team to achieve target for environment. * Support providing on Operating System Windows 2003; 2008: FILE; Windows Cluster Administration. * Support for throughout Dev lifecycle of Software for different Environment. * Coordination with different vendor on various Technical issues VMWARE, WINDOWS, BMC and OPENLINK. * Knowledge transfer, Transitions, Training, Recruitment. * Good knowledge of Team Handling, Client interactions for day to day activity & new business/scope. * Responsible to attend and resolve Sev-1/Sev-2 Incident * To find out the RCA based on PB ticket and implementation of changes accordingly * Dump analysis and work with Vendors (Microsoft, HP, and IBM) to find the Root cause of issue on any issue. * SCOM administration ( Managing the server using SCOM) , agent installation, adding MP, troubleshoot the error) * Leading PBI meeting and working proactively on PBI to find the RCA * Handling cluster issues / Geo Cluster * Configuring and installing Windows Cluster in 2012 * Handling PBI meetings and Change Meetings with customer   **Fujitsu Counsulting India.**  **Designation –Technical Consultant**  **Duration : Sep 2012 to Jan 2015**  **Project: Europe Based**  **Roles & Responsibility:**   * Performing Role as offshore SME & Service Lead in the project with 11 member team. * Planning & execution of daily work.DR Planning and Testing. * L3 Support for Prod & Test Enviroment.Create/support new Test environment for new demand. * Support providing on Operating System Windows 2003& Windows 2008: Setting Permissions, Disk space management, Patching (SCCM), DFS; FILE; SQL Windows Cluster Administration. * Working on Citrix Presentation server Load balancing and load Management, Application deployment and publishing on Citrix Farm, Managing Citrix Data Store, Patching Citrix, and Citrix Policy for user environment & vendor Coordination. * Installation, configuration & Managing of ESX 4.0 & 5.1 * Installation and configuration of Virtual Servers. Resource & hardware allocation. * P2V ;V2V Migrations; Managing Virtual Centre server/database; Customizations of Templates; Migrate and manage VMs; * Creation & manage of new/existing roles & Permission. * Server backup & restore using Symantec 7.5.0.6 & EMC Networker 7.6.3. * Managing & troubleshooting SQL; IIS; Print; file servers with Cluster environment; Support & execute SCCM Rollout. * To handle Hardware& Software issues (Server, HBA, ILO etc) with different vendors like HP, Q-Logic, Microsoft & co-ordinate with client Team for same. * Troubleshooting problem of Server OS , Server Health , Services * Remotely handle the problem of Print Servers , Printers * Handling network issue of client side servers * VM ware, Citrix Server trouble shooting, and Validation * Handle the problem of client side folder sharing * All technical problem handle and resolve by defined process * Troubleshooting Backup issues * Involved in daily activities of deploying new 2003, 2008 Virtual Machines using Templates * Troubleshooting the problems related to VM * Taking snapshot of VM, Adding RAM, Processor , Disk * Moving VM to another data store * Raising changes for various activities, configuration changes. * Resolving incident related to Malware with effective solution * Installation and configuration of Quest Backup and Recovery application * Preparation of new Process & Technical Documentation (SOP/KNOVA articles). * Incident/Change/Problem Management. Providing Oncall Support. * Successfully Completed 1 new project at Offshore Transitions at Pune. * Service delivery evaluation, Quality & Auditing, Daily/Weekly/Monthly reports & Meeting. * Knowledge transfer, Training, Recruitment. * Good knowledge of Team Handling. * Team motivation, Provide Training to New starter. | |

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