SHAIKH KAISER AHMED

D.O.B	**:**	09 March 1973
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CERTIFICATIONS & TRAININGS:

August 2017	…	**Masters in Information Management**
April 2011	…	**B. Sc. – IT**
June 2007	…	**AIX 5.3 Management Course**
April 2007	…	**Certified LANDesk Administrator**
April 2007	…	**CCNA 640-801 Cisco Networking Course**
November 1998	…	**Certified Microsoft Professional - MCP**
September 1992	…	**Diploma Computer Hardware**
August 1991	…	**Diploma Industrial Electronics**
March 1988	…	**Secondary School Certificate (S.S.C)**

ACHIEVEMENTS:

1. *Memento received from DHL for Dedication showed during the 2005 Floods Mumbai where Engineers supported continuously for 72 Hrs on a stretch.*
2. *Memento received from Gary Holloway (MD Watson Inc. – India) after the successful rollout of SAP ERP in 2008.*
3. *Memento received from Gary Holloway (MD Watson Inc. – India) after the successful FDA Audit of Ambernath Plants in 2009.*
4. *Has been receiving either OS (Out – Standing) or EE (Exceeds - Expectation) ratings during Annual Performance Reviews at Actavis / Allergan.*

PROFESSIONAL HISTORY:

Watson Pharma Pvt. Ltd. – Teva Pharmaceuticals Group Company Jul. 2007 – till date
Senior Manager (IT Systems / Operations):
Site: http://www.tevapharm.com/

Employed as Manager – IT Systems and handling IT Operations and various projects undertaken by Company.

Responsibilities:

- Managing IT Service Desk Operations for Mumbai Site – 350 Users, IT Assets & Delivery Service SLAs.
- Manage a team of 6 In-house and 12 FMS outsourced Engineers.
- Project Management and Capacity planning for the IT related projects.
- Document Management for all the IT related updates on various projects across INDIA.
- Designing of IT Policies and Standard Operating Procedures for IT Department.
- Interacting and providing evidence for IT Audits to internal and external audits for IT Compliances.
- Motivating and Patronizing Colleagues for attaining the KRA Goals set each year.
- SAP ERP 6.0 went live on 1st Jan 2008; it was implemented on AIX 5.3 as Operating System on IBM p520 and 1 p510 Machines along with SAN Storage. Configuration Management and Handling the Uptime of AIX Servers and their usage.
- Creation of LUNs and attaching the storage as per the requirements to Various AIX, VMware-ESX and Windows Servers.
- Maintaining the uptime and setting standards that meet the SLA requirements for various IT services like ISA Server, McAfee EPO (AV and DLP) Server, IMSS – Mail Scanning Server and (PDC) Domain Servers.
- Successfully implemented the WATSON-INDIA – Domain throughout the locations with DHCP, DNS and NTP configuration in the year 2007.
- Successfully implemented WINDOWS SUS Server Update Service throughout WATSON-INDIA Locations.
- Successfully implemented the Secured http (https) data transfer services between India and US Watson Offices.
- Successfully done the CSV (Computer System Validation) for above AIX and Windows Servers for SOX Compliance.
- Successfully implemented the Nagios Monitoring Tool for monitoring various Services / Links and Critical Equipment in year 2010.
- Successfully planned and migrated the O.S. and applications from P-Series 520 to P-Series 550 for upgraded performance in the year 2010.
- Successfully planned and implemented the DR Site at SIFY – Bangalore with active help from colleagues and Higher Management.
- Successfully planned and implemented the VMware project for Hardware Consolidations and cost cutting for efficient Hardware performance.
- Successfully planned and implemented the TSM Backup Solution for backup of all SAP and non-SAP Servers within the Backup windows of 12 Hours.
- Successfully planned and implemented the project for migration of all SAP and non-SAP Servers from Data Centre at Corporate Office, Andheri to SIFY IDC at Airoli.
- Successfully planned and implemented the Location Backup Project at all the 6 Watson locations in INDIA.

- Successfully planned and migrated the O.S. on P-Series 520, P510 and P-Series 550 Servers at DC as well as DR Site, from AIX 5.3 - TL3 to AIX 6.1 - TL6 for better performance in the year 2011.
- Successfully planned and migrated 19.5 TB Data from SAN Storage IBM DS4700 to IBM V7000 SAN Storage for upgraded performance in the year 2012.
- Successfully planned and migrated the O.S. and Data from P-Series 520, P510 and P-Series 550 Servers to IBM P-series 740 Server for better performance in the year 2012.
- Successfully planned and completed the desktop OS migration project from windows XP to Windows 7. Trained sub-ordinates on PlanView / ITSM Services and IT SOPs.
- Helping Global IT Team with consolidation on single domain structure after acquisitions of other pharmaceutical companies.
- Successfully planned and migrated the O.S. on P-Series 740 at DC and DR Site, from AIX 6.1 – TL9 to AIX 7.1 – TL4 for better performance in the year 2017.
- Additional Responsibility of Managing Windows Servers, Site Service Desk Operations, Managing Vendors allotted for Mumbai Site.
- Additional Role of Service Transition team member for smoot rollout of Applications / Upgrades without impacting end users.

Lauren Information Technology Pvt. Ltd.   April 2001 – July 2007
Sr. Systems Engineer:
Site: *http://www.lauren.co.in*

A position as part of a team responsible for the maintenance and support of a large and growing Client base at Mumbai consisting of clients like Maersk Sealand and DHL where I was working as in the capacity of Systems Administrator.

Zenith Computer Ltd.   November 1998 – March 2001
Sr. Customer Support Engineer:
Site: https://www.zenithtechnologies.com/
Zenith Computers Limited, India's No. 1 Networking Company, here I worked as resident engineer for Mumbai Port Trust, General Post Office (DoP - India), Standard Chartered Bank, and earlier was field engineer at the Nariman Point Area.

Greenrose Computer Services Pvt. Ltd.   April 1997 – November 1998
Sr. Customer Support Engineer:
Greenrose Computer Services Pvt. Ltd. Franchisee of M/s Wipro Infotech Ltd., I was working here as field engineer in the Lower Parel - Virar Area, was resident at B.S.E.S. (Bombay Suburban Electric Supply), Blue Dart Express and Mahindra British Telecom

Hindustan Office Products Limited   January 1994 – December. 1996.
Customer Support Engineer:
Hindustan Office Products limited (now HOPE Technologies Ltd.), authorized dealer for Autodesk and Softdesk Products, a Delhi based company with its regional office at Bombay. I was in the Hardware section of the company, resident at NIIT and Western Railway - Churchgate.

Dated: February 15th , 2023.   **Shaikh Kaiser Ahmed.**