Tameem Firoze S.A

Multi/Hybrid Cloud Management Platform - System Engineer/Team Lead, Technical Services Specialist, L2/L3 support Engineer, Senior System Administrator, Compliance Focal and IT infrastructure support, AWS certified Solution Architect – Associate

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Professional Summary:

- Over 10 years of experience in IT Industry performing various roles in **Platorm** support **SRE and DevOps** Model
- Managing **multiple teams** across **geos**
- Experience in implementing **DevOps** and **cloud strategies** on **multi cloud multi tenant platforms** in Linux and Windows environments
- Installing, configuring and maintain MCMP Enterprise Marketplace application
- Experience in implementing Cloud Product called **AIOPS**
- Knowledge on containerization platforms like **Docker** and container orchestration tools like **Kubernetes** and **Docker Swarm**
- Experience with **CI/CD** implementation using **Github** and **GoCD** for deployments
- Experience in Product Support , Client Support and Professional Services for Web based applications in Production
- Hands-on experience in integrating **ServiceNOW** with various tools such as **Slack, Jira and Pagerduty**
- Knowledge on amazon cloud administration which includes the services like **Elastic Compute Cloud (EC2), Elastic Load Balancers, S3, Cloud Front, VPC, Route53, Cloud watch, IAM, SNS**
- Experience in leading weekly governance and periodic project reviews with business customers to build relationship with customer key stake holders
- Responsible for **ITIL** Processes management and for all implementation of delivery and people management processes for the team
- Responsible for **Statement of Work** (SOW), **Service Management Plan** (SMP), **Service Level Agreement** (SLA), RISK, RSRS (right sizing/skilling), breach analysis, case age/ticket aging analysis, Onboarding and off boarding, tracking all Compliments and Complaints in order to maintain the best team score in **Composite Delivery Index** (CDI) audit
- Setting up Monitoring of Production instances and setting up alerting/Monitoring Mechanism
- VIO Server Administration (NPIV,LUN Mapping & Backup and restore)
- Storage and Hardware Migration
- Power HA configuration and monitoring
- LPAR & DLPAR Management and HMC management
- Performance monitoring using native AIX tools
- Technology Upgrades and Service pack upgrades

Certifications:

- **AWS Certified Solution Architect – Associate**

Technical Skills:

- Operating Systems: **Linux (RHEL 7), Windows, AIX , Hp-Ux**
- Cloud technologies: **Amazon Web Services, Azure, Google Cloud, Softlayer (IBM Cloud)**
- Container technologies: **Docker, Kubernetes**
- Source Control: **GIT Hub**
- Deployment tool: **GoCD**
- Scripting Languages: **Basics of Shell script and Python**
- API tools: **Postman, Advanced REST client**
- Collaboration tools: **Slack, Confluence, Pagerduty**
- Ticketing Tools: **ServiceNOW, Remedy, Jira,Zendesk**
- Source Code editor tools: **Visual Studio Code, Katalon Studio**
- Project Management/Monitoring Tools: **Cognos, Splunk, Kibana and Uptime Robot**

Professional Experience:

Company Name: International Business Machines, Bangalore
Designation: Technical Lead Services Specialist
Project: IBM Multi Cloud Management Platform
Role: Multi Cloud Management Platform - System Engineer
Duration: Jul 01, 2016 to till date (4 years)
Environment: Docker, Kubernetes, AWS, Azure, GCP, SoftLayer, ServiceNOW, PagerDuty, Uptime Robot, Github, GoCD, Jira, Kibana,Dash,Devops Intelligence,AIOPS

Product Summary :- IBM Multicloud Management Platform (MCMP) – Single platform solution which adopts 14 various cloud strategies in 4 steps of its journey to cloud.

- **Enterprise Marketplace** is a self-service **marketplace of cloud services** where customers can browse, search, order, and fulfill cloud service orders and it is powered by a comprehensive Information Technology as a Service (**ITaaS**) catalog, spanning public and private clouds, traditional IT providers, and managed services
- **Cost and Asset Managemen**t (CAM) is a governance tool that provides a comprehensive, data-driven view across cloud and traditional IT providers. This application enables users to identify and analyze assets and costs, spending and allocation, and underused resources
- **AIOps** is a purpose-built application that uses machine learning. The AIOps Console enables Enterprise IT departments or Managed Service Providers to have access to actionable service inventory and health information, across a hybrid IT environment, for visibility, operations, diagnostics, recommendations, and automated remediation for your environment
- **DevOps Intelligence** enables you to see the state of the development delivery at each Devops life cycle

Responsibilities:
- Installing, configuring and maintaining various Multi Cloud Management Platform applications
- **Bootstrapping** of the production instances
- Automating onboarding bulk users to the tenants using **API's**
- Triggering deployment pipelines using **GoCD** to build or upgrade the customer environments
- Managing **GitHub** repositories and permissions, including branching and tagging

- On-boarding **AWS, Azure, Softlayer(IBM Cloud) and GCP** accounts on MCMP platform along with internal and external users
- **Product and process demo** to clients as and when onboarded and when new features are added
- Product **Integration** with different **Private Cloud** Providers **(vRA, ICD, WAP)**
- **SnowDroplet** bootstrap and integration with Broker **Portal** (External/Internal **approval workflow** and **catalog discovery**)
- As a project ServiceNOW administrator **integrated** following tools with **ServiceNOW - Slack, Jira, Pagerduty, email, Customer SATisfaction (CSAT)** survey, Customized ticket creation form for end user as per the customer requirement, enabled **auto ticketing** and **Chatbot** integration
- Configuring Services, Escalation Policies, Schedules in **PagerDuty** and integrated with Uptime Robot, Jira and Slack for alerting, auto ticketing and notifications respectively
- **Researching, diagnosing, troubleshooting, debugging** and identifying solutions to resolve system, network and application issues followed by RCA
- Performing fortnightly system **upgrades** following new **releases**
- Adherence to application integrity and security through **quarterly audits**
- Performing **acceptance testing** the upgrade features and raising defects if any
- Performing **Post validation** checks on the Production instances before handing off to Client.
- Maintaining internal documentation through Wiki.
- Analyze data to diagnose and identify root causes to network-specific events.
- Manage end-to-end availability and performance of mission critical services.

Sub Project: AIOPS
Duration: Aug '18 – Jan '19

Responsibilities:
- Attending calls with Management and clients to interpret and evaluate application design and network topology and all the other components and recommending improvements to agreed design.
- Taking responsibility for configuration, management and overall operational readiness of network systems, especially environments with multiple operating systems (Mainly Linux and Windows) and provide troubleshooting and fault-finding services of network problems
- Responsible for analyzing, develop, optimizes network and system services, complex system design and architecture specifications, configuration and integration of computer systems
- Creation of Tenant, Networks and Servers needed on IBM Cloud (Softlayer) for installation of AIOPS application
- Creating networks and setting up access policies to restrict unauthorized access to servers
- Creating security groups to restrict access to certain ports for requests being made from particular servers
- Deployment of AIOPS application on newly created servers and configuring all the required components like Pyspark, NodeJS, MongoDB and DB2
- Applying necessary configuration on all the components involved like Pyspark, NodeJS,MongoDB and DB2
- Work with onboarding team to onboard new clients on to the application and creating all the users on both application and system. And granting necessary access to users.
- Setting up Jenkins monitoring to analyze and monitor the server filesystem and all the other components involved on all the AIOPS servers
- Implemented and maintained scripts for the monitoring and alerting of production and corporate servers/storage

- Deployment and configuration of QA certified fortnightly AIOPS build onto stage and then replicating the same on production environment
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system, network and application issues
- Properly escalate unresolved issues to appropriate internal teams (Development, System Integration and QA)
- Implemented and maintained the monitoring and alerting of production and corporate servers/storage
- Run the Production environment by monitoring availability and taking a holistic view of system health.
- Work diligently with cross functional teams and fixing the integration issues reported by other teams

Rewards and Recognitions:

Hackathon Participation:

- **Winner** of **2018** GTS **Hackathon**
  Problem Statement :- Numerous customers visiting or in need to understand the Cloud Product and most of the times they need to reach out to the help desk for queries on Cloud Product, which would be busy most of the times resulting in poor customer experience and unavailability of the agents to address the customer queries and for any Minimal documentation updates from the end client.
  Solution:- Created a virtual help desk (**Chatbot**) to address this issue using IBM **Watson** Assistant by gathering various queries to define intents, entities and dialogs
- Participation in **Global Hackathon 2019**
  Problem Statement:- When a new hire is onboarded, a lot of onboarding process has to be carried out including introduction to organization, Product Knowledge transfer , access and reaching out to different teams to gain knowledge
  Solution:- Presented an idea called **"Virtual Labs"**. The idea was to provide an end-to-end integrated solution that would help new hires get started while helping management maintain meticulous records with ease. This was done by utilizing IBM forms as a portal while integrating with IGI for **IAM** services and Your Learn for upskilling along with entire setup of end to end labs.

- Awarded for Introducing **Quarterly Audit Process** which saved **~$3000 per client per quarter** by eliminating inactive users and servers
- Awarded with Blue Points for leading team
- **Built a learning platform** for new hires using various IBM learning tools in order to get familiarize with the product
- Winner of **Race to Public Cloud** in Asia pacific Geo

IBM Certified Badges:

- Cloud private foundation technology
- Cloud Service Management an Operations
- IBM Cloud Kubernetes Service
- Cloud Service Management and Operations Explorer
- IBM Blockchain Essentials
- Cloud Innovate method explorer
- Cloud Essentials
- Enterprise Design Thinking Practitioner

- Cognitive Practitioner
- Build Chatbots with Watson Conversation
- Agile explorer
- Garage Method for Cloud Explorer

Previous Project Names: Major **Insurance** Company , UK
                                   Major **Pharmaceutical** Company, Uk
Role: Technical Lead/Senior System Administrator
Duration: July 6th, 2010 **to** Jun 30th, 2016 (6years)
Environment: AIX , Linux ,Hp-Ux , BMC Remedy, TSM, VIO, LPAR ,
                        GPFS Management , HACMP , HMC And Compliance (Cirats/APARS)

Responsibilities:
- As a Lead and Senior Specialist of Platform team – Provide l2/l3 level of support for **Production** Servers over 500+ Unix Flavored Servers and different Service Lines and multiple applications used by internal customers, end users, technicians and customer service agents
- Advanced troubleshooting, triage and outage management for multiple Service Lines
- Bridge management and communications to business and management during outages
- Provide **Subject Matter Expert** (SME) support for high visible customer facing applications
- Drive changes in processes, procedures, tools & automation across Tier1 and Tier2 teams to improve efficiency & effectiveness
- Ensuring the continuity of service and to eliminate unscheduled service outage.
- Perform auditing on the tickets handled by agents on weekly basis and provide feedbacks
- Work closely with automation team in order to reduce the manual efforts in the team
- Report the daily dashboard to leadership which represents the complete analysis of tower for the previous day
- Organize team meetings / KT sessions / collect performance data, analyze and publish reports to higher authorities
- On boarded rightly skilled resources to the team, mentor and train them on the project requirements and maintain KT plans
- Metric targets MTTA /MTTE and MTTR always attained above and beyond Weekly Incidents audits, Severity incidents audits, Review with Onsite teams for resolutions/closure/escalate to PM Review performance with the customer periodically during on-going phase. Ensuring smooth operations for all systems across the IT teams
- Combines technical expertise, leadership attributes and interpersonal skills to foster organizational & departmental strengths ensuring technology initiatives promote corporate growth
- Attended **Audits** and cleared with **SAT :** External Audit, Corp Audit, PWC, KPMG, Delloites
- Multiple Critical server storage activities related to IBM DS and SVC (Sddpcm) including Multiple VIO servers upgrade, Storage Lun allocation and host mapping
- Change Management (Preparing Implementation plan , Approving ,Performing changes and updating PIR)
- Planning and participation in DR Activity and Service Activation & De-activation Process Management

Education:

Bachelor of Engineering (Electronics and Communication Engineering)
HKBK Collage of Engineering, Bengaluru

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