ABDUL SAMAD   **Mobile:** 9052006146/ **Email**: syed.samad91@gmail.com
System Administrator | Application Support Lead | Digital Cloud Specialist

Seeking an opportunity for immediate recruitment, experienced System and Application Administrator with proven leadership skills, seeking immediate opportunity to contribute expertise in automation, infrastructure management, and team coordination to drive operational excellence.

PROFILE SUMARY:

- Extensive critical thinking skills are used to identify and resolve computer and network problems through the power of reasoning and deduction to lead to the most applicable approach.
- Monitoring various client activities and responsible for handling the data.
- Skilled in AWS (EC2, S3, Lambda, CloudFront, IAM, CloudWatch, EKS) with strong expertise in Python/PowerShell scripting, Terraform, and Kubernetes**.**
- Proven track record in building **secure, scalable,** and automated infrastructures with a focus on DR/failover **reliability and DevOps excellence**.
- Skilled in System Administration and Automation tools **(Activebatch, Globalscape EFT and GitHub CI/CD).**
- Managed CI/CD pipelines, automate infrastructure provisioning, monitor system performance, and ensure security compliance.
- Good knowledge in evaluating the RCA (Route Cause of an issue) and provide best possible solution.
- Good command over SQL scripting, with hands-on experience in writing complex queries, stored procedures, triggers, and performance tuning. Skilled in database design, data extraction, transformation, and reporting to support business intelligence and application development.
- Extensive experience of data transfer through an FTP server.
- Well experience in server backups and restore of Database.
- Responsible for handling the Service Desk tickets.
- Best hands-on experience with **Active Directory** roles and features.
- Extensive experience in **Azure administration,** including managing virtual machines, storage accounts, networking configurations, and resource groups to ensure secure, scalable, and highly available cloud environments.
- Skilled in implementing Azure Active Directory, role-based access control (RBAC), monitoring solutions, and automation runbooks to streamline operations and enhance system reliability.

WORK EXPERIENCE:

Digital Cloud Specialist   **Sonata Software Pvt Ltd**   **Mar 2024 to Present**

- Working as an DevOps, Activebatch and EFT administrator managing the environment and infrastructure.
- Conduct routine health checks on AWS EC2 instances, Lambda functions, Security Groups, EBS volume and CloudWatch metric for CPU utilization.
- Continuously improve existing systems and evaluate new tools for integration, customization, and performance enhancements in file transfer and job automation.
- Evaluate new SFTP/File Transfer tools.
- Customize job workflows within ActiveBatch and EFT.
- Build enhancements around monitoring and reporting.
- Adopt a proactive approach to resolve issues quickly, support business needs, and continuously align tooling support with customer expectations.
- Collaborate with InfoSec on remediation of identified vulnerabilities and audit trails.
- Design, deploy, and manage AWS cloud infrastructure ensuring security, scalability, and reliability.
- Implement Infrastructure as Code using Terraform and AWS CloudFormation.
- Manage source control and collaboration using Git (GitHub, Bitbucket).
- Build and maintain CI/CD pipelines using Jenkins and AWS Code Pipeline.
- Configure and manage AWS services including EC2, S3, Lambda, RDS, VPC, IAM, ECS, and EKS.
- Adheres to networking, security, and cloud best practices.

- Monitor, troubleshoot, and optimize cloud infrastructure for performance and cost.
- Collaborate with cross-functional teams to support application deployment and operations.

Projects Summary:

1. ***Cloud Migration to Hybrid Cloud (AWS and Azure VMs) for EFT:***

   This project involved migrating the Electronic Funds Transfer (EFT) system infrastructure to a hybrid cloud environment utilizing both AWS and Azure Virtual Machines (VMs). The goal was to enhance system scalability, availability, and security while optimizing operational costs.

   Key activities included:

   - Assessing existing on-premises EFT infrastructure and defining migration strategy.
   - Designing a hybrid cloud architecture integrating AWS services with Azure VMs to leverage the strengths of both platforms.
   - Migrating critical EFT applications and databases to AWS cloud services and Azure VMs with minimal downtime.
   - Implementing secure network connectivity between AWS and Azure environments using VPN and VPC peering.
   - Configuring monitoring, logging, and alerting across both cloud platforms to ensure operational visibility.
   - The EFT application is configured with security protocols.
   - Ensuring compliance with security standards and data protection policies throughout the migration.
   - Collaborating with cross-functional teams to validate application performance and reliability post-migration.
   - The hybrid cloud approach enabled flexible resource allocation, improved disaster recovery capabilities, and supported future scalability for the EFT system.

2. ***DR Setup with Azure DevOps and PowerShell:***

   This project involved designing and implementing a robust Disaster Recovery (DR) solution for Infrastructure as a Service (IaaS) environment using Azure DevOps and PowerShell scripting. The primary goal was to automate failover processes to ensure minimal downtime and rapid recovery in case of service disruptions.

   Key components of the project included:

   - **Automation with Azure DevOps:** Leveraged Azure DevOps pipelines to orchestrate the deployment and execution of failover scripts, enabling continuous integration and continuous deployment (CI/CD) for DR workflows.
   - **PowerShell Failover Scripts:** Developed custom PowerShell scripts to automate the failover of virtual machines and associated resources between primary and secondary Azure regions.
   - **Infrastructure as Code (IaC):** Utilized ARM templates and scripting to define and manage infrastructure configurations, ensuring consistent and repeatable deployments.
   - **Monitoring and Logging:** Integrated logging and monitoring mechanisms to track failover events and system health, facilitating proactive incident management.
   - **Testing and Validation:** Conducted rigorous failover testing scenarios to validate the effectiveness and reliability of the DR setup.

   The project significantly enhanced the organization's resilience by reducing manual intervention during outages and improving recovery time objectives (RTO). It demonstrated expertise in cloud automation, scripting, and DevOps practices, contributing to operational excellence and business continuity.

Application Administrator Lead   First Rate Infotech   Dec 2016 to Mar 2024

- Worked as Team Lead for Application Administrator for handling complex issues with Database, Server side and Active Batch Automation process.
- Provided Level 2,3 support for enterprise applications, resolving user issues, system errors, and performance bottlenecks.
- Investigated application logs, coordinated with development teams, and executed bug fixes or configuration changes.
- Scheduled and managed automated tasks using Active Batch, including job creation, monitoring, and error handling.

- Supported application deployment activities and patch rollouts across multiple environments (Dev, QA, UAT, Prod).
- Maintained application documentation, SOPs, and user guides for smooth operations and knowledge transfer.
- Worked closely with business users and product teams to understand application needs and ensure service continuity.
- Utilized monitoring tools to track application uptime and error trends, responding proactively to minimize disruption.
- Version upgrades and client upgrades, performed application and client software upgrades with minimal downtime, ensuring system compatibility and user continuity.
- DB Backups, Restores, DB migrations, handled regular database backups, performed restores when needed, and executed migrations across servers or environments.

System Administration Responsibilities

- Installed, configured, and maintained Windows servers for optimal performance and high availability.
- Managed Active Directory, Group Policies, and user access controls to enforce security and streamline user
- provisioning.
- Performed system patch testing, upgrades, and maintenance tasks to ensure security compliance and system
- integrity.
- Oversaw backup and recovery operations, disaster recovery planning, and storage management for data
- protection.
- Monitored system health and performance.
- Performed pre-patch and post-patch testing to ensure the environment was stable and functioning properly
- Worked with PowerShell, Grafana, Build Master, GitLab, GitHub, and Site24x7
- Troubleshoot user access, FTP connections
- Monitored and ensured secure file transfers from client systems to internal servers.
- Provided overnight support to ensure all nightly loads ran smoothly and all sites remained online.

Technical Support	Tata Business Support Services	Dec 2013 to May 2014

- Handled customer queries on network related problems, provided telephone/email-based troubleshooting assistance.
- Resolved issues pertaining to Network, Operating System, Hardware, MS Office and Internet Explorer.
- Comprehended the issue, searched on Knowledge Management Tool and communicated effectively.
- Documented & added new issues/solutions to Knowledge Management Repository.
- Utilized professional techniques to retain & delight customers.
- Dealt with customers with Empathy and Courtesy etc.
- Provided quality service & resolved concerns efficiently & professionally.

EDUCATION:
- **Master of Technology,** Computer Network and Information Security ▪ 74% ▪ Nov 2016
- **Bachelor of Technology,** Computer Science Engineering ▪ 75% ▪ May 2013
- **Intermediate,** Mathematics, Physics and Chemistry ▪ 75 % ▪ May 2009

TECHNICAL SKILLS:

Automation Tools	Activebatch, EFT, Azure Devops Pipelines, GitHub CI/CD, Jenkins
Scripting Languages:	Powershell, Bash
Programming Languages:	Fundamentals of Python
Cloud Computing	Azure and AWS
Networking	TCP/IP, DNS, Load Balancing, VPC, Subnet, CDN
Tools/Packages:	Azure DevOps and AWS DevOps
Platforms/Environments:	Windows Server 2024, 2022, UNIX, Linux, UBUNTU, Redhat and Kaali
Database:	Microsoft SQL Server Management Studio, Informatica, RDS, DynamoDB