Mohammed Iliyas Salem

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Objective:

Seeking a challenging position in an IT environment where I can leverage my technical and professional skills and continually learn the latest technologies.

Summary:

14+ years of experience in User Access Management, Windows support, Fleet management and knowledge on AWS Cloud services. Have international work exposure of 5 years in Japan, 1 year at UK and 4 months in Qatar. Able to effectively lead and work as a team member and with good interpersonal skills.

TECHNICAL SKILLS:

- Tools   : SailPoint IIQ, IdM, CI-CAT, ServUs, PMI, Active directory
- Servers   : Exchange server, DNS, DHCP, Windows 2003, Windows 2008
- Service Tools   : SMT, OTRS
- Design Tools   : Visio 2003,Photoshop, Adobe Photoshop, HTML
- Configuration Management   : ITIL
- Operating Systems   : Windows 10, Windows 7, Windows 2003 and Windows 2008
- Scripting   : Powershell, Excel VBA

Language proficiency:

- Japanese N3

WORK EXPERIENCE:

- Working as senior software engineer in Bosch Engineering & Business Solutions Pvt Ltd
- Worked as Technical support Associate in Network Solution (Supported Infosys Technologies)
- Worked as System Engineer in American Power Conversion (India) Pvt Ltd.

JOB RESPONSIBILITIES:

Robert Bosch Engineering and Business Solutions Limited (RBEI) - (Apr 2007- Till now)

Role Description: Senior Software Engineer

IT Fleet Management:

- ITFM Country co-ordinator responsible for all Bosch legal entities in India
- Responsible for complete Hardware Lifecycle management
- Co-ordination with onsite team on ITFM budget planning
- User consultation to choose the right device according to their role and Job responsibility
- Maintain lifecycle data in CMDB (Configuration Management Data Base)
- Co-ordination with team for ITFM deployment support and disposal of IT Devices
- Windows 7 to Win10 Migration support
- Analytic reports to managements on IT usage to calculate PC-E ratio and planning

User Access Management & IT Partner Support: UK, Japan (Onsite)

- Managing and creating new user accounts.
- Responsible for User support for PC and application related issues
- Responsible for configuring and troubleshooting Microsoft OUTLOOK Accounts.
- Responsible for creating new Microsoft outlook accounts for new users.
- Supporting more than 700 file shares across Bosch locations
- Active Directory objects Management through the Customized tool CI-CAT.
- Maintenance of access Groups (local, global & universal) in Active Directory through CI-CAT Tool
- Supporting issues related to security access
- Authorization check (revision) for managed file shares
- Distribution List management
- Assigning software packages through PMI (Peacy Management Interface)
- Access administration for applications in IdM
- SAP access authorization administration through IdM and ServUS
- Share restructuring and new share setup
- Coordinating with onsite team
- Weekly review with customer and PM, Team Building
- Train team members on support topic
- Newsletter rollout to user departments on new IT Topics
- Update and manage support Bosch Connect Page
- Cost reduction proposal to user departments and CIP (Continuous Improvement Process)
- Creating Business Plan for Tools License Cost
- Project scheduling

UC4 Support: Qatar (Onsite & Offshore)

- Creating and monitoring SAP background running jobs
- Process implementation and development of UC4 scripts for SAP JAVA Stack system copy
- Migration of old scheduled windows and SAP background running jobs to new standards on new client.
- Coordination with onsite team and stake holders

eCAD AP Support: Japan (Onsite)

- Providing tools support like Zuken CR5000 Board and System Designer, eADM
- Responsible for Field Test for Tools patch release
- Monitoring Licenses running on Windows and UNIX servers
- UNIX account management
- Assigning software packages through PMI (Peacy Management Interface)
- Monthly report generation and Helpdesk monitoring

Network Solutions (An IBM Company) - (Nov 2006 - Mar 2007)

Client: Infosys Technologies

Role Description: Technical Support Associate

- Troubleshooting windows clients' issue.
- Maintaining users and groups in Active directory.
- Resolve problems pertaining to Software and Hardware related issues throughout the network
- Maintain optimum levels of hardware and software inventory
- Preparing and publishing weekly status report of team activities to management while serving as a focal point for any issues as well as ensuring timely resolution
- Active Directory Management (Creation/deletion of Login Ids, Disable, Rights, OU Creation, domain Joining Etc.)
- Desktop Maintenance - Day to Day
- Installation, troubleshooting and Maintenance of all Desktop & laptops /Servers / Printers etc
- Active Directory & Exchange Administrator skills
- Administrations of windows file shares.
- Creation & Modification of Distribution Lists.

American Power Conversion (India) Pvt Ltd - (Aug 2004 to Feb 2005) & (July 2005 to Oct 2006)

Role Description: System Engineer

- Installing, and Configuring Windows Operating Systems
- Providing Technical support for remote users, Installing Windows-based software and patch programs
- Installing, Administering & Maintaining Windows 2003 servers.
- Backups and Restores data Windows 2000, Windows XP & 2003
- Administering users, Groups, Contacts, Organizational Units
- Share restructuring based on the request
- Troubleshooting on file and print access issues

ACADEMIC QUALIFICATION:

- B.S Information Systems from Birla Institute of Technology & Science (BITS- Pilani) in 2016.
- Diploma in Electronic & Communication Engineering from K.A.R Polytechnic College in 2003.