



Reena Mathew
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Objective: Seeking assignments in IT Technical support and Sales & Procurement Operations

IT INFRASTRUCTURE/ SERVER VIRTUALIZATION

PROFILE

- 10 years of experience in IT industry with career reflecting qualifications primarily in **IT Operations, Systems Administration, IT Infrastructure Support and Sales and Procurement**
- Specialized in **Windows Server, VMware Technology**.
- Experienced in virtualization technology implementation such as **VMWARE ESX 5.5, Virtual Center 5.5, vSphere 5.5**.
- Excellent interpersonal and communication skills.
- Proven abilities in planning / implementing and executing support functions using IT as business tool, disaster recovery planning and implementation for large enterprise infrastructure in a global.

SKILL SET:

CERTIFICATIONS:

- ☞ MCTS: Windows Server 2008 Active Directory: Configuration.
- ☞ MCTS: Windows Server 2008 Network Infrastructure: Configuration.
- ☞ VMware Certified Associate - Data center Virtualization (VCA - DCV).
- ☞ Information Technology Infrastructure Library (ITIL): Version3, Foundation.
- ☞ Mimecast Technical Specialist.

TECHNICAL FORTE:

- ☞ Windows Servers 2000, 2003, 2008 & 2012.
- ☞ VMware Technology.
- ☞ Cloud basics.
- ☞ Active Directory, IIS, Clustering Technology, DHCP, DNS.
- ☞ HPOM, BMC remedy, Change management (GCARS), Service now.
- ☞ HP Server Automation Client (Opware Agent).
- ☞ Patching tool Shavlik.
- ☞ ITIL.
- ☞ Security application – Symantec.

PERSONAL FORTE:

- ☞ Experienced in leading a multi-talented team towards Client satisfactory delivery and internal project growth.
- ☞ Possess good communication, team management and problem solving skills.
- ☞ Quick learner.

- ☞ Achieved highest level of Customer Satisfaction in my tenure. Involved in providing the best possible resolutions for customers issues
- ☞ Good in maintaining rapport with team and client. Known for maintaining credibility within team and with the client.

PROFESSIONAL EXPERIENCE SUMMARY:

EMPLOYER 1:

Employer : **Computer Sciences Corporation India (P) Ltd, India.**
 Location : Chennai, India.
 Job title : System Administrator
 Dates of employment : January 2010 – April 2014
 Type : Remote Infrastructure Management
 Platform : **WINTEL & VMWARE**
 Client : **Motorola - North America**
 Motorola Solutions\Motorola Mobility

ROLES AND RESPONSIBILITIES:

- ☞ Managing and Administrating Windows 2000/2003/2008 servers (1000+ physical and virtual machines).
- ☞ Managing Virtual Machines, creating and allocating VMs as per need.
- ☞ Managing Active Directory on small domain.
- ☞ Working on incident/service restoration tickets reported on daily basis.
- ☞ Organizing and configuring network connectivity and hardware support.
- ☞ Monitoring servers using tools Tivoli/SMART.
- ☞ Verifying server hardware health Status using (DELL ITA/HP_SIM/IBM RAID Manager).
- ☞ Coordination with hardware/application vendors and replacing faulty hardware.
- ☞ Installing/Upgrading Dell Open Manager/HP SIM /IBM Director for monitoring hardware health status of servers.
- ☞ **Migration of servers**
 Successfully migrated Server/VM environment to new domain upon Motorola split into two organization **Motorola-solution** and **Motorola-mobility**.
- ☞ **On call Administrator for Windows/VMware**
 Supported Motorola as an on call administrator. During this period on call administrator will be the single point of contact for all the Severity 1 and Severity 2 issues that needs to be addressed within the SLA.
 Additionally providing support from home in case of emergency scenarios.
- ☞ **Project Implementer** in decommission of old servers as per the client requirement.
- ☞ Upgrading Windows server 2003 to 2008.
- ☞ Coordinating with backup team to upgrade netback 6.5.4/Avamar client and connect the server to backup media server.
- ☞ Working with backup in resolving backup failure issues.
- ☞ Co-ordinating patching and patched many of servers.
- ☞ Installing antivirus (Symantec) on the supported servers.
- ☞ Working on Vulnerability remediation project.
- ☞ Creation of Change requests and GCARS in case of software upgrades, hardware failures/upgrade or movement of servers to a different location.
- ☞ Performing Root cause analysis on critical incidents to prevent future outages.

Projects Handled:

- ☞ Symantec up gradation project.
- ☞ Firmware driver up gradation project.
- ☞ Remote console remediation project.
- ☞ Win caper installation.
- ☞ Vulnerability Remediation project.

EMPLOYER 2

Employer : **MPHASIS UNLEASH THE NEXT.**
Location : Chennai, India.
Title : Lead Infrastructure Engineer.
Dates of Employment : April 2014 to March 2016.
Type : Remote Infrastructure Management.
Platform : **HP - WINTEL & VMWARE.**
Client : **NISSAN North America**

SOLUTION ENVIRONMENT:

- ☞ Digital Workflow (DW) Service Center Ticketing Tool
- ☞ Service Now O.S.S 1.0
- ☞ HP Service Manager
- ☞ BMC Remedy
- ☞ HP Server Automation Client (HPSA/Opware Agent)
- ☞ Citrix Delivery Services Console
- ☞ Citrix License Administration Console
- ☞ Integrated Lights Out (ILO) Management
- ☞ HP System Management Homepage
- ☞ vSphere Client

ROLES AND RESPONSIBILITIES:

- ☞ Installing, Supporting and Maintaining servers (1000+ WINTEL Physical & Virtual servers).
- ☞ Hands-on experience on Windows 2000, 2003, 2008 & 2012 servers.
- ☞ Providing L3 support for Windows under SLA.
- ☞ Ensuring ITIL standards are maintained on all Project related tasks.
- ☞ Hands-on experience in P2V migration, VMotion, storage vMotion, HA, FT & DRS.
- ☞ Performing changes on cluster servers as part of addition and removal for storages.
- ☞ SPOC for Change Management, Incident Management, Patching Compliance, Auditing, HPSA, HPOM.
- ☞ Performing critical hardware and software changes on server, in coordination with client and vendor.
- ☞ SPOC for DDML, SRT's, Shift Management & for providing SLA mitigation on a weekly basis.
- ☞ Installing, Maintaining & providing end-to-end support for HP Operations Manager (HPOM).
- ☞ Installing and basic trouble shooting of HPSA on all supported servers.
- ☞ Performing Root Cause Analysis (RCA) on critical incidents to prevent future outages.
- ☞ Providing KT for new recruits for settling down swiftly on live production environment.
- ☞ Representing team in Change Advisory Board meetings with the client.
- ☞ HPDP - Working with backup team regularly on backup issues.
- ☞ Performing Microsoft excel based reporting tasks, for team auditing.

- ☞ Providing On Call support for priority incidents and also providing additional support from home in case of emergency scenarios.

Projects Handled:

- ☞ P2V- Converting physical machines to virtual.
- ☞ V2V- Converting virtual machines to virtual.
- ☞ ESX installation, VMware vCenter installation, adding Host to the cluster.
- ☞ VM provisioning.
- ☞ VM Tools upgrade.
- ☞ RDM- Raw Device Mapping, assigning LUNs directly to the Virtual machine.
- ☞ ESX Patching.
- ☞ Data store creation.
- ☞ Snapshot Management.
- ☞ Drive Resizing.
- ☞ Performance management using VCOPS.
- ☞ Storage Reduction- Reduction of storage allocated to VM as per business needs.
- ☞ Server rebuild – Fresh installation\upgrade from windows 2008 to 2012.
- ☞ Server decommission.
- ☞ Disaster Recovery and Business Continuity Planning
- ☞ Monitoring- ensuring all servers are under HPOM monitoring and communicating.
- ☞ Alert reduction – ensuring alerts reported for all supported servers are rectified and thereby reducing the alert count. Also, attending call with client on a weekly basis to provide the status update.

Change Management:

- ☞ Attending Change Advisory Board (CAB) meetings.
- ☞ Preparing Change Metrics reports and representing the same during the weekly Technical Advisory Board and Change Advisory Board calls with the client.

EMPLOYER 3:

Employer : **GREEN METHOD ENTERPRISES.**
Location : Sharjah, UAE.
Title : ASSISTANT MANAGER.
Dates of Employment : August 2016 to till date.
Type : IT Sales.

ROLES AND RESPONSIBILITIES:

- ☞ Developing and implementing plans to respond to client requests for proposals, presentations, and other information.
- ☞ Leading proposal and presentation teams for a variety of pursuit types and sizes, geared to the specific requirements of the client.
- ☞ Actively engaging with the pursuit team on sales process discipline, budget estimation and management, win strategy and proposal development, interviews, and presentations.
- ☞ Strong leadership qualities; able to manage and direct proposal teams, help drive the sales/proposal process, and coordinate/negotiate with teams both in person and remotely.
- ☞ Initiating and coordinating the development of action plans to penetrate new markets and customer segments.
- ☞ Identifying new business opportunities, aggressively pursuing them and close new sales.
- ☞ Submitting invoices to clients and following up on sales payments with customers.

- ☞ Working towards monthly sales and revenue targets as set by the Sales manager.
- ☞ Researching the target market and finding companies to target.
- ☞ Marketing and proposal leadership experience for clients in UAE.
- ☞ Possess Good communication skills.

AWARDS AND ACHIEVEMENTS:

- ☞ Received Certification of Appreciation for an outstanding performance at Team level towards Run and Maintenance activities at windows and VMware level.
- ☞ Received Certification of Appreciation for becoming the STAR performer for various operational issues related to the project Motorola.
- ☞ Received Certification of Appreciation for Proactive Management of Server hardware failures in Motorola project.

ACADEMIA:

- ☞ MBA, year of passing - 2012 from Madras University, Chennai, India.
- ☞ B.SC computer Science, year of passing 2009 from Anna Adarsh College for Women, Chennai, India.
- ☞ Senior Secondary Schooling, year of passing – 2006 from Spartan Matriculation, Chennai, India.

Personal Profile:

Name	:	Reena Mathew
Date of Birth	:	01/09/1988
Marital Status	:	Married
Sex	:	Female
Nationality	:	Indian
Passport Number	:	N4514684
Visa Status	:	Residence
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DECLARATION:

I hereby declare that the information provided above is true to the best of my knowledge and my service could add value to the organization.

Place:

Date:

Reena Mathew