



# Abdus Salam

~ E-mail: Abdus\_salam17@yahoo.com /abdusmeister@gmail.com

~ Phone: +971- 556637551

Visa Status: UAE Resident Visa ( Spouse Sponsored)

Expertise in **Infrastructure Management (Backup)**, targeting challenging assignments in the growth-oriented organization of high repute.

## CORE COMPETENCIES

~ *Back-ups & Upgrades*

~ *Issue Resolution*

~ *Troubleshooting*

~ *Service Level Agreements (SLAs)*

~ *Incident Resolution*

~ *Disaster Recovery*

## PROFILE SUMMARY

- A competent professional offering **over 8+ years** of experience in **Infrastructure Management (Back-up)**
- Working as a core member for Backup Administrator as Level 2 Engineer and independently managing back-ups & restores for more than 3000 Windows and Unix servers
- Experienced in working with various technologies such as VERITAS **NetBackup** for Windows & Unix (7.5, 7.6 & 7.7), **SpectraLogic – T200 and T380 Library**, **OpsCenter Analytics** (7.7.3 & 8.1.1)
- Experience in IT Support , Remote Desktop Support and Incident Management.

## ORGANISATIONAL EXPERIENCE

Since April' 2015 till Now with Accenture Solutions PVT. LTD, Gurugram

Senior Analyst Backup Administrator

### Key Result Areas:

- Perceiving the requirements of installation, upgradation & troubleshooting of VERITAS NetBackup Master/Media Servers in the existing environment
- Engaged in improving systems by optimizing back-up time and minimizing errors for increasing resilience & reducing support overhead
- Conducting DR testing & document owner for Windows 2008 & 2012 servers
- Formulating back-up policy, configuration and restoration
- Providing second level support for resolving critical back-up & restoration issues
- Managing master server configuration, importing NetBackup images and formulating back-up policies
- Steering media & tape management activities and providing updates to customer about tape requirements
- Creating weekly reporting for back-up SLA & conducting customer meetings on weekly basis
- Addressing escalated problems within SLA & working on trouble tickets
- Updating back-up status for managing alerts notification
- Troubleshooting errors in case back-up is not completed successfully (on the bases of alerts received if it is not successful)
- Piloting data restoration if user lost some data as well as providing resolution of such data missing with data restoration from back-up
- Assigning drives, robots & partition to hosts through **Spectralogic Web Console** tasks
- Liaising with vendor for Iron Mountain (Media offsite management)
- Developing monthly/yearly back-up reports & monthly media requirement calculation report as well as
- Leading user management activities in **OpsCenter** and managing restoration of physical & virtual machines.

Since June' 2013 to April 2015 with Accenture Solutions PVT. LTD, Gurugram

Remote Desktop Support Analyst

- Provided support on remote of technical issues for US & UK Based clients.
- Handled ticketing on BMC Remedy for Remoting worked on LMI (Log me in)
- Supported on Microsoft Office Issues for the client.
- Supported all the Client based applications.
- Provided support on Windows XP ,7 and 8 related issues
- Email setup done on Android and Iphone devices

- Personal and Network printer setup and troubleshooting.

## Since March 2011 to May 2013 with IBM India PVT LTD – India Delivery, Noida R. Practitioner Service Desk

- Handled Calls related to technical issues for the US-Based client.
- Handled ticketing on BMC Remedy 7.1., HP Service Manager
- Supported troubleshooting on various Wireless devices like iPhone, Android, Blackberry, etc.
- Supported Microsoft Office Issues for the client.
- Handled the Safe boot Issues.
- Provided process & refresher training to trainees.
- Published Daily Reports on FCR, CSATS and PR%.

### Significant Accomplishments:

- Liaised with Technology Service Providers and Vendors such as Equinix & Iron Mountain for speedy resolution of PR
- Upgraded NetBackup master & media servers 7.7.3 to NetBackup 8.1.1.

### MAJOR PROJECTS

Client: Intertek Testing's

Period: Since 2015

Responsibilities:

- Engaged in steering back-ups of around 1000 servers with the help of NetBackup 7.7.3 and 8.1.1 for Windows & UNIX OS in the back-up environment
- Dealing with back-up & restoration of 100 physical machines in the environment.

### ACADEMIC DETAILS

- Bachelor of Computer Applications B.C.A from GGSIP University, Delhi, secured 64.2%.
- 12th from Uttar Pradesh Board ( U.P.Board ) with 65% aggregate.
- 10th from CBSE Board with 60% aggregate.

### TECHNICAL SKILLS

Software: VERITAS **NetBackup**,

Certifications : ITIL V4 Foundation

**PLATFORM:** Windows, Linux, AIX,

### PERSONAL DETAILS

**Date of Birth:** 17th November 1987

**Languages Known:** English, Hindi and Urdu

**Address:** B-4/F-1, B Block, Dilshad Garden, Delhi - 110095