**Name :** Zafar Ali

**Mobile :** +91-9334046198

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**Career Objectives**

To become part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, High Level Design, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

**Executive Summary**

11+ Year’s of total IT experience with vast exposure to IT Infrastructure Management space. Domain expertise on SQL Server & Windows platforms and successfully managed multiple projects involving Implementation and Production Support. IT Project Management, Planning, Technology & People Management.

**Highlights of Expertise:**

1 Project Management 2 Vendor Management 3 Strategy & Execution

4 Technology implementation 5 Resource Management 6 Training

7 Troubleshooting/Resolution

8 End-user Support 9 IT infrastructure setup/management 10 E-governance

**Education & Qualifications**

* **PGDMM (MBA)**

Delhi, India 2014

* **Master of Computer Application (Majors: Information Technology)**

Delhi, India 2004

**Technical & IT Management Certifications:**

* **ITIL 2011 Certified (Foundation Certificate in IT Service Management) 2014**
* **Microsoft Certified Professional (MCP) 2004**

**Employment History**

**SRIT India Pvt. Ltd. (Jun** 2016 to till date)as **IT Manager**

<https://eprocure.gov.in/cppp/>

* Study the status of IT Infrastructure of State and assist the Animal Husbandry Department in coming up with a robust IT infrastructure to support the roll out of e – governance projects.
* Responsible for preparation and delivery of all quarterly reports as well as all invoicing relating to the service being delivered.
* Analyze the existing/ proposed projects in regard to strategic control, security, disaster recovery and business continuity.
* Manage and coordinate according to requirements defined by Department/client -DC team.
* Ensure that individual project level initiatives are interoperable, standardized, scalable and secure across various areas of software, hardware and infrastructure
* Partner with the **NIC** and help them in adhering to technical standards/ architecture/ product and strategic control, specifications for the e – governance projects
* Ensure utilization of the common infrastructure being setup under Central Procurement Portal for projects implementation at State level
* Provide technical solutions and strategic recommendations to enhance productivity and its services. He should have thorough knowledge of Data Centre working environment.

**Ecentric solutions Pvt. Ltd. (Mar** 2015 to May 2016)as **Senior Programmer**

<https://eprocure.gov.in/cppp/>

**Responsibilities:** Reporting to the ICT Technical Director and responsible for broad range of IT Infrastructure.

* Experience of business requirements definition/system design/implementation
* Also, responsible for the development and maintenance of policies & procedures covering the IT Infrastructure team.
* Work with key stakeholders to develop, implement and maintain the overall systems architecture.
* Manage the IT Infrastructure services in providing effective, efficient and secure services, which ensures the continuous operation of the IT Infrastructure, security, operating systems and databases.
* This involves the deployment of field staff and contractor resources and equipment to investigate and rectify faults and incidents in accordance with service level agreements and corporate guidelines.
* Hands on experience with reporting tools configuration , report generations
* Provision of pro-active IT solutions in support of Business Process Improvements.
* Management of mobile & fixed line telecoms including company-wide upgrades; Management of all Helpdesk activities and Service improvement efforts.
* Provide business & financial justification for system upgrades and enhancements.
* In coordination with the Technology Department at NIC, assist the Animal Husbandry Department in defining the standards for application architecture, database design, development and infrastructure deployment.

**IAP Company Pvt. Ltd. (Jan** 2013 to Feb-2015)as **Programmer**

[**http://www.nadrs.gov.in/sitepages/customlogout.aspx**](http://www.nadrs.gov.in/sitepages/customlogout.aspx)

* Leading the IT Infrastructure team, consisting of 9 engineers in the following areas:
* Network Support (LAN, WAN, Internet & Remote Access);
* Database Administration (SQL Server);
* Windows Server, VMware Desktop Environment;
* End User Computing & Desktop support (Windows 7);
* IT Security;
* Maintain IT Infrastructure service levels for corporate IT & council’s core systems.
* Lead the IT Infrastructure team providing leadership and strategic direction to ensure the availability and reliability of key systems and services to the business.
* Lead the implementation of the infrastructure strategy and set direction for continuous improvement.
* Accountable for managing the Network, Server, Desktop and Virtual Desktop requirements and involved in the transformation of the infrastructure and services available to end users.
* Diagnose and resolve infrastructure problems and set architecture within Infrastructure portfolio.
* Lead effort in providing capacity planning, contingency planning (BCP/DR), IT project management, change management, configuration management and other ITIL related disciplines.
* Directly involved in monitoring & operational readiness of Council’s IT Disaster Recovery Plan.
* Lead the implementation of the infrastructure strategy mapping back to business requirements.
* Responsible for allocation of work with advice, coaching and training to enhance the expertise of individuals and the team where I'm required to set work objectives and manage performance of the team. Set direction for continuous improvement in order to better align infrastructure.
* Manage IT vendors/contractors, IT contracts and outsourcing management.
* Maintain high level of systems and network availability through appropriate performance of change management, preventive maintenance, trouble shooting, and pro-active monitoring.
* Manage operational and capital Infrastructure budgets with ICT Manager.
* Full budget responsibility for Infrastructure budget, including forecasting and budget planning.
* Supervise and provide direction to Infrastructure staff; provide ongoing training, development and coaching. Foster a positive and energetic work atmosphere, building the talents of the team and maintaining a good working relationship between engineering and service delivery as well as the rest of the ITS organization.

**IAP Company Pvt. Ltd. , (**Jan 2010 to Dec 2012) as **Programme Assistant**

* Working under **E-governance** project namely **“CONFONET”** (computerization and computer networking of consumer forums in country <http://www.confonet.nic.in>) With **Jharkhand State Consumer Dispute Redressal Commission,** Ranchi, Jharkhand.
* Responsible for technology operations & data management. Responsible for the day-to-day operations of the IT Support Team that includes assigning tasks, prioritizing work, resource management & resolving staff issues.
* The **Case Monitoring System** provides a single-window solution for automation of all the activities undertaken at the Consumer Forums at State and District Levels. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgments, record keeping and generation of **statistical reports** (MIS) and all other court related activities are carried out through this standardized software alone.
* I am here responsible for generate the **MIS,** collect the data from the District Forums, reconcile it and prepare the different types of reports, deployment of software, installing & configuring the Suse Linux Server and DB2 database. Give the technical support to TSP rectify the problems using Team viewer.
* Lead a team of about 6+ Technical Support Professionals (TSP).
* Provide business & financial justification for system upgrades and enhancements.
* Infrastructure, Network & Security disciplines.
* Creating the customize reports for client as well as organization. I am here responsible to deploy the software on Xeon Server and maintain it; also give the training to staff’s engage in Provide the technical support to all Technical Person engage in this project.
* Manage the establishment and maintenance of procedures to monitor, tune and control the databases in order to maximize performance and ensure data security, integrity and consistency so as to avoid the loss or corruption of data while ensuring strict adherence to SLA's.
* Responsible for managing & supporting the core IT Infrastructure Systems including Server.
* Responsible for asset management, network & desktop support operations.
* There are twenty two (22) **TSP** (Technical Support Person).

**SKM Enterprises (**Dec 2008 to Dec 2009**)** as **System Administrator**

*(P&G is one of the largest and amongst the fastest growing consumer goods companies in India. Established in 1964, P&G India now serves over 650 million consumers across India.)*

**Responsibilities:** Reported directly to the Key Accounts Manager(KAM) and primarily responsible for the day to day running and management of a team of 40 IT professionals including network and infrastructure specialists ensuring tasks are completed according to time frames and in line with internal and customer expectations. Responsible for managing the financials (P&L), providing forecasts and delivering small to medium sized infrastructure projects.

* Managed a team of 40 technical resources supporting Windows Servers, Storage, Backup, Network, and Service Desk.
* Manage the provision of ICT project requirements and computer services, including installation, configuration, maintenance and training, to ensure that the end user requirements, ICT standards, policies and procedures are applied.
* Managed all project staff working on projects. This includes ensuring resources are allocated appropriately across all projects.
* Ensured all technical staff is aware of the details of tasks assigned to them including start and end dates, effort, budget, responsibilities and any relevant issues.
* Managed Staff performance and appraisals.
* Manage the development, implementation and maintenance of infrastructure servers, the network and internal and external communications to ensure that the ICT infrastructure and communications are at the standard level of the end user.
* Ensured knowledge transfer and key staff dependency is mitigated.
* plan and oversee projects to provide new services, perform major upgrades, and support major projects
* Liaised with all executives within the business to ensure that they understand key initiatives, understand expectations and that through collaboration the value and challenges of the Technical Services Team are highlighted and understood.
* Charged with creating new training policies and procedures to improve interactions between support staff and OEM.
* Set and participate in drafting the operating budget of ICT, and to be within set budget.
* Plan and simulate regular restoring from backup exercises to ensure that backups taken are reliable and can be used if a production situation for restoration takes place.
* Develop and maintain Operations manual, so that every processes and procedures are documented.

**HCL INFOSYSTEM LTD (**Aug. 2007 to Nov. 2008**)** as **Assistant Programmer**

*(*HCL is a business enterprise with presence in the fields of technology and healthcare. Founded in 1976 as one of India's original IT garage startups, the HCL enterprise currently comprises of three companies in India - HCL Technologies, HCL Infosystems ltd.*)*

**Responsibilities:** Worked as IT Manager at Ranchi-Jharkhand, reporting directly to Project Manager and managing a team of DBA's, System Administrators & IT Support Engineers. Lead a major business transformation.

Directing & Managing the IT functions and activities in the company through the development of IT Strategies, Objectives and Policies, as well as monitoring the implementation of IT systems in order to ensure the provision of reliable, secure, high performance, cost effective IT services. Responsible for technology operations & data management. Operate a heavily outsourced environment with significant vendor management accountabilities. Responsible for the day-to-day operations of the IT Support Team that includes assigning tasks, prioritizing work, resource management & resolving staff issues. One of my primary responsibilities also includes, managing a team of DBAs supporting mission-critical Oracle, Microsoft SQL Server & Oracle E-Business Suite databases.

* Lead a team of about 30+ Technical Support Professionals (TSP).
* Infrastructure, Network & Security disciplines.
* Deliver cost-effective IT service & target 99.9% systems availability with agreed SLA's.
* Develop & Implement IT Strategy in line with corporate strategy.
* Responsible for managing & supporting the core IT Infrastructure Systems including Servers, Networks & Data Center Operations
* Responsible for asset management, network & desktop support operations.
* Develop strategic plans & implement the objectives of the IT needs of the company to ensure the computing capabilities are responsive to the needs of the company's growth & objectives.
* Develop & Maintain IT budget & facility budget; IT Purchasing & Budget Management; Working with the FD to set budgets.
* Work with the Chief Operating Officer & Finance Director as the IT Steering Committee providing advice on developments. Advise senior management on strategic systems conversions, integrations in support of business goals & objectives.
* Review and approve major contracts for computing, IT services & equipment; ensure the security of the information systems, communication lines & IT equipment.
* Responsible for the development, review & certification of all back-up and Disaster Recovery Procedures & Plans. Management of all IT Backup & Business Continuity Planning (BCP).
* Identify emerging technologies to be assimilated, integrated, and introduced within the company.
* Resource management activities including recruitment, appraisals & work load management of IT resources.

**Paradyne Infotech (**May 2004 to July 2007**)** as **Customer Support Engineer**

**Key Managerial Responsibilities:**

* Team size of 10 members. Responsible for Performance Management & Delivery.
* Direct Database Administration & Support staff in the installation, upgrade and maintenance of databases, data warehouses, data storage structures, database software and tools, in accordance with agreed designs, assessing and allocating resource requirements as necessary
* Manage the establishment and maintenance of procedures to monitor, tune and control the databases in order to maximize performance and ensure data security, integrity and consistency so as to avoid the loss or corruption of data while ensuring strict adherence to SLA's.
* Devise and recommend backup strategies for databases to ensure the security of data; take recovery action as necessary in the event of corruption or failure, to ensure that the failed system is restored to a working condition with a minimum of down-time and data loss and consequent financial penalty to the Company while ensuring strict adherence to business continuity SLA's.
* Manage the provision of support and consultancy to development staff in the design, sizing, layout and implementation of relational databases and the provision of standards and procedures for these tasks.
* Manage Systems and database security as well as access control to sensitive business data.
* Drive incident improvement projects and support teams to define problem statements, identify corrective action plans, and deliver improvements to reduce aging incident tickets volumes, issues reoccurrences, and time to restore across all IT incident severities.
* Lead Process Improvement.
* Lead / Participate in projects to improve the Incident/Problem/Change process and drive Standard Operating Procedures and process reviews.

**Personal Details:**

Father’s Name : Mr. Amin Ali

Date of Birth : 29 Jan 76

Marital Status : Married

**Passport Details:**

Passport No.   :   L9189598

Place of issue   :   Ranchi

Date of issue   :  25-04-2014

Date of expiry   :  24-04-2024

Languages Known : English, Hindi & Urdu

Reference : Available on request