

◆ Mob: xxxxxxxxxxxx ◆ Email: xxxxxxxx@gmail.com ◆

**SYSTEMS ADMINISTRATOR • PROJECT ENGINEER • SOFTWARE ENGINEER  
• NETWORK ADMINISTRATOR • DATABASE ADMINISTRATOR**

**Customer-focused IT professional**, expert in leading and contributing to projects designed to enhance system functionality and end-user productivity. Acknowledged for capacity to tackle challenging issues, analyze viable alternatives, and provide innovative solutions that reside well within clients' financial and time frameworks. Persistence, personal integrity, and channeled energies are major strengths consistently cited by managers and clients alike - universally praising team spirit, independent work habits, and the determination to conquer technical challenges. A resourceful, life-long learner, embracing knowledge as a tool for improved problem-solving effectiveness. Seeking a management position, with a reputed company, involving new challenges in the field of IT.

**PROFESSIONAL STRENGTHS**

- Process/Efficiency Improvements
- System Integrations
- Problem Management
- Network Administration
- Event Management
- Incident Management
- Change Management
- Configuration Management
- Purchase Planning
- Finance and Budgeting
- Escalated Technical Support
- Pre-Sales Support
- Multi-site Operations
- Client Relationship Management
- Service Management

**KEY COMPETENCIES AND SKILLS**

- ❖ **Successfully use management skills** in IT infrastructure management, Project management, Project analysis & Cost control, Resource management, Budget Management, Financial management, critical analysis and problem resolution to lead the organization towards completion of projects and achieve performance targets of Data Centers.
- ❖ **Implement higher performance standards** through Operations Management, Time Management, Training, Development and Human Resources Management.
- ❖ **Employ proactive management** and strong leadership techniques to generate accomplishment-driven workplace environment, resulting in employee loyalty.
- ❖ **Excel in accurate evaluation** of current and future technologies and efficiently lead purchase planning to support short and long term IT initiatives.
- ❖ **Achieve accurate capacity planning** through Research of Technologies & needs assessment.
- ❖ **Create and implement** disaster recovery plans and procedures for center, including hot sites for mission critical applications.
- ❖ **Ensure client satisfaction** and customer retention through Strategic Business Planning and Client Relationship Management and by implementing client specific quality procedures and standards.
- ❖ **Increase client confidence** by proactively addressing production support issues and providing recommendations for performance/process improvement.
- ❖ **Excellent** communication, organizational and presentation skills.

**TECHNICAL SKILLS**

- ❖ Monitoring tools - Tivoli, Netcool Scsm Bigbrother, Captarus and Bmc Patrol.
- ❖ Ticketing tools - Remedy, Eesm, Managenow and First Choice.
- ❖ Servers - UNIX, Windows and AIX.

**CERTIFICATIONS**

- ❖ IBM Certified ITILv3
- ❖ PMP Certified

## PROFESSIONAL WORK EXPERIENCE

XXXX, Hyderabad

**Systems Administrator (Tech Lead)**

Oct 2005 – Present

Management of operations in ways consistent with strategic goals and performance targets. Oversee all functions including supporting the finance, HR and Administration team with operational plan, strategic direction, budget preparation, vendor relationships, planning and operation of Data Centers.

- ❖ Corporate Clients include - MACYS, ABC, NOVARTIS, MOTOROLA, YARA, RMIS, MERYLINCH, STATE STREET CORPORATION, NASCO, DUPOINT and IOL.
- ❖ Recruit, Train and manage the functions of a team of 40 employees and provide email, NT administration, Data center operations and Helpdesk support.
- ❖ Efficiently, manage the overall daily operations related to remote management of servers.
- ❖ Instrumental in providing effective contribution towards high end remote technical support, administration, monitoring & management of UNIX, Windows and AIX servers.
- ❖ Strictly abide by Change Management and Problem Management procedures, including compliance with Service Level Agreements as documented in the Problem Severity matrix.
- ❖ Enhance customer satisfaction; identify needs, provide solutions where necessary and resolve issues based on the defined SLAs, through regular client meetings.

### SELECTED KEY ACHIEVEMENTS

- ❖ Highly appreciated by our corporate client, Motorola, for stabilizing the project on hand.
- ❖ Led organization through a series of internal system and operational changes to capitalize on emerging technologies and application enhancements and increasing efficiency.
- ❖ Excelled as a coach to develop right people management skills and achieve retention.

XXXXXXX Pvt. Limited, Hyderabad

**Tech Lead**

Oct 2003 to Oct 2005

- ❖ Conducted business process reviews, and recommend workplace and system improvements.
- ❖ Collaborated with clients to determine current and future needs.
- ❖ Eliminated redundant systems/processes and streamline workflow and administrative operations.
- ❖ Provided effective training and change management options and alternatives.

### SELECTED KEY ACHIEVEMENTS

- ❖ Stabilized the project, enabled smooth running of the process, identified loopholes in the process and effectively eradicated them.
- ❖ Instrumental in new Processes Definition, Training and Implementation, Analysis of Process change proposal and incorporate in the system.

XXXXXX Company, Kuwait (Construction Company)

Feb 2001 to June 2003

**Project Engineer**

**Successfully** commissioned a Huge project “Al Khiran Pearl city” worth 13 Million Kuwaiti Dinars.

## PREVIOUS WORK EXPERIENCE

**Works Manager** - XXXXXXX, XXXXXXX

1998 to 2001

## PROFESSIONAL QUALIFICATIONS

- ❖ B.E. (Electrical & Electronics), XXXXX institute of Technology, XXXXXX 1994 to 1998

## PROFESSIONAL TRAININGS & WORKSHOPS ATTENDED

- ❖ 1 year training, at XXXXX, as an Electrical and Electronics engineer 1997 to 1998