

Syed Abdul Basheer

email ID: jdsyednme@gmail.com

Mobile no: +91-9964082130

Objective: To have a challenging career that demands accountability & result oriented approach, which gives access to innovation, creativity & provides challenging work conditions and to achieve good progress in my career through all my best subject, knowledge, skills & great teaching efforts.

Professional Experience: Total of almost 9 years' experience and currently working as a Lead Administrator in Wipro Limited, Bangalore.

Highlights of Qualifications:

- Expertise in Designing, implementation, integration, administration, support, and operation of the Orion Solarwinds platform including Network Performance Monitor, Network Configuration Manager, Server & Application Monitor, Net Flow Traffic Analyzer and IP Address Manager
- Strong accomplished experience in Unified communication products like Mitel, Shore Tel, Cisco Unified Communication Manager, Cisco Unity,
- Expertise in the use of network management protocols (e.g. SNMP, SNMP Traps, WMI, Syslog, ICMP, Net Flow etc.)
- Understand new business requirement from Client and work with each Team to achieve Business Goals.
- Knowledge of and experience with LAN/WAN and Data Center environments, including servers
- ITIL Foundation certified (Service Management)
- Possess strong interpersonal skills
- Possess excellent verbal and writing skills

Work Experience

Wipro Limited:

Client	Loreal
Duration	Feb 2021, Till date
Description	<ul style="list-style-type: none">♣ Designing the solution and deploying monitoring tool Solarwinds (Network Management tools) with NPM, NCM, NTA and VNQM as per client requests♣ Define a standard set of policies (retention, Polling and standard set of monitoring as per the modules deployed).♣ End to end implementation of the tool♣ Out of box reporting as per client request♣ Preparing of all the High level designing and SOW.♣ Configuration of Availability and Fault monitoring.♣ Integration of Event Management tool Microfocus♣ Designing Custom Poller with Custom Poller MIB expressions, Variables, and Custom Poller Policies using custom SNMP MIB OID's for custom parameter monitoring.♣ Planning for complete global implementation in the project♣ Creating Modern Dashboard views to client

Client	ADM, Trane technology and National grid
Duration	On Going Projects
Description	<ul style="list-style-type: none"> ♣ Working as Pre-Sales Engineer. My role is to provide Demo to end customers and owning RFP. I guide them with Orion modules as per their infrastructure ♣ Planning and Approving the SMTD's ♣ Planning with customer to implement new requests for the project ♣ Suggesting Customer the right tooling feature to reduce both workforce and best solution ♣ Script base monitoring and API integration to make sure the licenses are not utilized ♣ Review Orion and optimize its performance ♣ Provide expertise to detect and verify network faults ♣ Implementations of Modern Dashboard views to client

Client	Here Technology
Duration	April 1st, 2021, Till date
Description	<ul style="list-style-type: none"> ♣ Installation of infrastructure monitoring tools Solarwinds (Network Management tools) with NPM, NCM ♣ ScienceLogic being a new tool has been marked as future SME for science logic. ♣ Administration of new tool with day-to-day activity ♣ Preparing of all the High level designing and SOW. ♣ Configuration of Availability and Fault monitoring. ♣ Integration of Event Management tool Ops Genie ♣ Onboarding out of box Access points using the MIBS file in science logic ♣ Deploying Backup of all tooling servers and database servers

Client	Harman International
Duration	July 15th, 2019-March 31 2021
Description	<ul style="list-style-type: none"> • Implementation of Monitoring tools. ♣ Installation of infrastructure monitoring tools Solarwinds (Network Management tools) with NPM, NCM, NTA, SAM and IPAM. ♣ Installation of Solarwinds High Availability. ♣ Upgradation and Migration of Solarwinds Infrastructure to latest supported platform and its modules. ♣ Preparing of all the High level designing and SOW. ♣ Configuration of Availability and Fault monitoring. ♣ Integration of Event Management tool ♣ Optimizing resources for client to bring in benefits to the customer ♣ Out of box custom pollers monitoring to bring in whole of infrastructure under monitoring ♣ Taking scheduled Backups on switches, router and WLC with SolarWinds NCM ♣ Creating Network Diagram with Network Atlas Utility for LAN/WAN Diagram ♣ Creating custom reports. Working closely with other departments to provide them with current and historical statistics

Cognizant Technology solutions

Period – September 2012 – July 2019

Role – Tools Admin & ITSM lead

Responsibility –

- Solarwinds Implementations (NPM, NCM, IPAM, NTA, SAM), troubleshooting and support
- Integrations between Solarwinds and Zenoss
- Solarwinds Orion SDK implementation
- Working closely with service design team, reviewing and providing inputs for process

simplification on tools such as ServiceNow

- Handling Incident & change process transitions for new customers/Projects.
- Carrying out the User acceptance testing (UAT) of the new projects.
- Extending support by training people who are new to change governance.
- Designing, capturing and building the process documents
- Verifies completeness of RFCs, Conducts ongoing review of all RFCs.
- Creating changes, checking for backlogs and change closure as per the SLA
- Acting as a Focal point for Incident Management Process and day to day queries regarding

incidents.

- Manage all P1 and P2 (Major) Incidents and ensure minimal disruption to the service
- Responsible for speedy restoration for all incidents
- ShoreTel phone system implementation across different sites within UK
- Contact Center Implementation
- Wall Board implementation with different matrices
- Various system up-gradation
- Solarwinds support with complete installation and implementation
- Integration between Solarwinds and Zenoss tool
- Third Level Support
- Data Center Support & manage new device installation
- On boarded new sites part of new site migration
- Manage escalated UC problems, performance troubleshooting, drive service quality, and drive

vendor

- To Guide team members in solving new issues
- Have a good experience in people management.
- Multi-vendor Interop testing and troubleshooting.
- Understanding the customer requirements and implementing the idea in a prescribed way

Educational Qualifications: Have pursued Bachelor of Engineering in Mechanical Engineering stream with aggregate of 66% from SIR M.V.I.T college

My Strengths and Key Skills:

- Positive Attitude towards Work Culture.
- Constructive questioning: good at identifying all the necessary criteria.
- Strong analytical, problem solving and decision making skills
- Sound engineering knowledge and experience to enable effective appreciation of the customer's requirements and the environment in which the solution will be required to operate.
- Disciplined, Hard Working, Innovative, Sophisticated.
- Adaptable to Changing Work Environment.
- Strictly Adheres to the company policies.
- Able to Deliver Results in Critical Situations.
- Fluency in Communication.

Training and Certification

- **ITIL Foundation certified (ITIL V3 Service Management)**
- **AWS – Solution Architect**
- **Solarwinds Certified Professional (NPM)**
- **CCNA**
- **SCRUM Fundamentals certified**

ACHIEVEMENTS & EXTRA-CURRICULAR ACTIVITIES:

- Nominated for 'best newcomer' & 'Customer Appreciation' at Cognizant Technology based on performance.
- Active member in Cognizant Outreach Team.
- Part of Cognizant ITIS fashion Team, Skit Team.
- Have achieved multiple wall of fames
- Official host for Cognizant
- Been into event management at Cognizant.

Personal Details

Father's name : Syed Azeezulla Ahmed

DOB : 25/04/1991

Gender : Male

Nationality : Indian

Languages Known : English, Hindi, Kannada, and Urdu.

Hobbies : Travelling, Listening to Music.

PLACE:

DATE:

(Syed Abdul Basheer)