

# Syed Abdul Basheer

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**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.

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**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"><li>♣ Designing the solution and deploying monitoring tool Solarwinds (Network Management tools) with NPM, NCM, NTA and VNQM as per client requests</li><li>♣ Define a standard set of policies (retention, Polling and standard set of monitoring as per the modules deployed).</li><li>♣ End to end implementation of the tool</li><li>♣ Out of box reporting as per client request</li><li>♣ Preparing of all the High level designing and SOW.</li><li>♣ Configuration of Availability and Fault monitoring.</li><li>♣ Integration of Event Management tool Microfocus</li><li>♣ Designing Custom Poller with Custom Poller MIB expressions, Variables, and Custom Poller Policies using custom SNMP MIB OID's for custom parameter monitoring.</li><li>♣ Planning for complete global implementation in the project</li><li>♣ Creating Modern Dashboard views to client</li></ul>

<b>Client</b>	<b>ADM, Trane technology and National grid</b>
<b>Duration</b>	<b>On Going Projects</b>
<b>Description</b>	<ul style="list-style-type: none"> <li>♣ 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</li> <li>♣ Planning and Approving the SMTD's</li> <li>♣ Planning with customer to implement new requests for the project</li> <li>♣ Suggesting Customer the right tooling feature to reduce both workforce and best solution</li> <li>♣ Script base monitoring and API integration to make sure the licenses are not utilized</li> <li>♣ Review Orion and optimize its performance</li> <li>♣ Provide expertise to detect and verify network faults</li> <li>♣ Implementations of Modern Dashboard views to client</li> </ul>

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

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

## **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

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)