**MEHTA**

<Mehta.332285@2freemail.com>

Having exposure across IT sector of 10+ years and currently leading as Senior System Administrator with IT People FZ LLC – Dubai, UAE.

* **Area of Excellence**  
  IT Infrastructure / Windows Administration / Desktop, Laptop, Server Support / Data Center Operation / Troubleshooting / SLA Compliance / Backup Management / Antivirus & Patch Management / Service Level Agreements / Stakeholders Management / Installation, Configuration / Vendor & Procurement Management.

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**Senior System Administrator,** February-2014 to till date

**WIPRO Ltd,** United Arab Emirates

1] Profile: - Data Center Operation Engineer

Client: - Noor Bank

Duration: - 20th March 2016 till date

Location: - EMMAR Business Park, Dubai

* Supporting emergency response to server issues in a 24\*7\*365 enterprise environment.
* Providing onsite data center support for servers and application related issues.
* Managing Data Center Asset Management.
* Coordinating with DR, running BOD & EOD UNIX, SQL, Oracle DB scripts for daily backup.
* Serving as point of contact on various escalations and outages.
* Performing backups, restores, and tape inject/eject using the HP Protection Manager.
* Creating, maintaining and updating all NOC/Datacenter related documentation, SOPs.
* Troubleshot/monitoring network interfaces.
* Monitoring ATM Uptime Services on 24\*7 basis.
* Monitoring and maintaining daily work ticket requests.
* Interface with Off-site storage Vendor to perform regular audit of material.
* Coordinating with facilities to supply adequate cooling, fire support and power.
* Utilizing Problem Management system for response, resolution and escalation of support issues.
* Process Operational Change Management requests impacting Data Center devices.
* Supporting various core banking application like, IFlex, HPS, GPC, Raptor, Trade, Kastle.

2] Profile: - Windows Infrastructure Support

Client: - Amlak Finance PJSC

Duration: - 1st April 2015 to 19th March 2016

Location: - EMMAR Business Park, Dubai

* Worked as Windows Infrastructure Support Administrator.
* Supported more than 150+ users in Windows 2008 Server and Windows 7 network Environment.
* Ensured data protection and high system availability in coordination with strategic engineering team.
* Installation, configuration of computer hardware operating systems, applications.
* End User support through desk visit, on call and mail communication.
* Setting up new users’ accounts and profiles.
* Ensured all logs for equipment and users are maintained.
* Troubleshooting of various financial applications.
* Managed Q token System and customer display system.
* Managed Network printer and scanner environment.
* Supported L1-L2 calls with related servers, desktops and laptops.
* Managed backup environment.
* Monitored Patch and Mcafee antivirus environment.
* Actively involved on various CMR implementation activity at DC and DR site.
* Coordination with Vendor for various replacement of hardware parts and services.
* Worked closely with problem owners, SMEs and other stakeholders to identify problem scope and escalate IT service outages to specialize engineering.
* Administration, Disk space management for all Servers.

3] Profile: - Windows OS Migration

Client: - First Gulf Bank, Ajman Bank, ENBD and Emirates Islamic Bank

Duration: - 1st December 2014 to 31st March 2015

Location: - Across the all Emirates in UAE

* Worked on Windows 7 migration project for various banks in UAE.
* Deployment of windows 7 OS through SCCM-2012 Server on all desktops and laptops.
* Provided End user support and troubleshooting after migration of OS.
* Maintained Inventory and documentation after migration.
* Coordinated with Application team regarding application issues after migration.
* Configuration of Devices like, Network Printer, Scanner, Olivetti Printer.
* Chat, email and phone call support to users on various post migration issue.
* Coordinated with client on project requirements.

4] Profile: - Windows Infrastructure Support

Client: - Dubal Holding LLC

Duration: - 16th February 2014 to 30th November 2014

Location: - Dubai Health Care City, Dubai

* Worked on windows 2012 OS and windows 7 OS Infrastructure environment.
* Supported servers: - 3 HP ProliantDL380P GEN 8 & 3 Virtual Servers.
* Managed Network Printer on Office 365 Environment.
* Troubleshooting of LAN and WIFI Network connectivity issue.
* Supported applications like Office 365, Tally ERP 9, SEP 12.1.
* Defined backup strategies for Applications, Servers, Laptops and Desktops.
* Performed patch management on all Desktops and laptops through WSUS Server.
* Managed a Symantec Endpoint Protection Management console and antivirus.
* Managed Hyper-V Virtual Server Environment.
* Coordinated with vendors regarding hardware and software support.
* Ensured that the entire Desktop environment is maintained in a standard agreed form.
* Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.
* Managed print server.

**Senior Project Engineer [Band- B2], May-2010 to November-2013**

**WIPRO Technologies Services Ltd,** Mumbai

Profile: - Application Infrastructure Support [Client: CITI BANK]

* Installed/upgraded and configured applications within a Microsoft Server IIS environment.
* Monitor CITI customized web based application and to assure uptime and address any outages.
* Performed Daily Morning Checkout and backend activity by making ensure that all servers and applications are up and running smooth which are related to Application Infrastructure Project.
* Addressed Service Desk requests for password resets, account lockouts, user account creation, service account, etc. and escalate any issues that may need a higher level of support.
* Responsible for coordinating with developers to resolve any critical functionality issue of application.
* Administration of IIS service for Supported CITI applications.
* Adding and removal of domain.
* Monitoring and reviewing the alerts of DC hardware like Memory, CPU, and Hard Disk.
* Server/application certification support – renewals.
* Creating User rights, Group, OU and accounts creation and maintenance through Web admin and Adman.
* Creating Group Drive and Share Drive and resources through Adman.
* Share / Group Drive Migration from one server to another Server through Adman.
* Monitoring System Partition of the Server.
* Provided support to Mcafee EPO 4.5 Infrastructure Management for North America Region.
* Exclusion, creation, deletion and moving of objects in EPO console.
* Permission assigning to user for various nodes in EPO console.
* Executed troubleshooting activity i.e., VSE 8.5 / 8.7 update, Patch version not reflecting, Client console communication etc.
* Escalation of Mcafee issue by using MER tool.
* Provided chat and email support to client for various Mcafee antivirus issues.
* Participated in UAT as well as COB testing at global level.
* Making sure that proper completion and change control procedures are well followed.
* Responsible for various other duties as assigned like, generation of daily, weekly metrics report for client delivery.
* RFC/Change Control involvements - application enhancements/upgrades/patches/bug fixes - weekly basis - frontend/backend database changes for supported applications.
* Ensured client delivery as per ITIL best practices and service levels lay down per SLA contract.
* Communicated regularly with the SDM to discuss metrics, progress reports, and operational issues.
* Supported Citi ticketing system like, Virtual Tech, Virtual Request, Resolve IT, CMP

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Excelled in early IT career, advancing through increasingly responsible roles including:

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| **Designation** | **Company** | **Duration** | **Location** |
| NOC Engineer | Zenith Infotech Ltd | February 2007 to May 2010 | Mumbai |
| System Administrator | EDGE Integrators Pvt Ltd | February 2004 to February 2007 | Aurangabad |
| Hardware Engineer | UNITECH Systems | December 2001 to June 2003 | Mumbai |
| Computer Operator | SATISH’s Commerce Classes | August 2000 to October 2001 | Mumbai |

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| * OS Server : Windows 2000, 2003 & 2008 R2, 2012 R2 * OS Client : Windows 7, Windows 8 * Messaging Server : Microsoft Exchange Server-2003, 2007 * Security : Antivirus Console Management :- Mcafee EPO, SEP-12, Trend Micro * Networking : LAN/TCP/IP, Network printer administration, DHCP, DNS, FTP * Server Administration : RODC, IIS 7.5, Windows Clustering, Hyper-V, Patch Management * Assigning software and hardware restriction policy * Extensive documentation and training experience, ITIL Basics * Active directory and file server infrastructure management * MS Outlook 2010, Office Communicator, Office 365 |

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| * MCITP-2008 certification. **Year-2011** * To become a better System administrator in 7 Days by Mumbai IT Pro. **Year-2010** * Microsoft Exchange Messaging Server 2003. **Year-2008** * MCSE-2000 certification. **Year-2004** * Diploma in hardware, networking with 3 months industry training. **Year-2003** * Secured first class in Vocational Examination of P.C. maintenance. **Year-2003** |

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Bachelor of Arts in Economics June 1998 - University of Mumbai: - 2nd Class

HSC [12th Standard] March 1996 - Maharashtra Board: - 2nd Class

SSC [10th Standard] March 1993 - Maharashtra Board: - 1st Class

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Date of Birth: 3rd January, 1978

Nationality: Indian

Gender: Male

Hobbies: Current affairs, Music, Reading

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* Received “Feather in My Cap”, “Thanks a Zillion” and “Wintel SA Encore” award for executing solution to client on Webadmin / Inventory issue. : WIPRO Technologies Services ltd.