# Asad Hasan

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### Objectives

To pursue a professionally satisfying growth and challenging career. Seeking a quality environment where my knowledge can be shared and enriched for the growth of the organization and self.

### Key Skills

* The Technology and Information Systems Operations, administers and maintains information technology systems,
* Provides IT operations functions to offices for the organization’s standard hardware, software and voice/data network solutions.
* Responsible for the purchase, installation, and life-cycle maintenance of PCs, servers and LAN network connectivity equipment.
* As appropriate, provides escalated on-site support of hardware, software and network connectivity issues.
* Acts as the primary point of communication between TIS and operating, business and functional units.
* Performs local administration and operations functions as appropriate in accordance with standards, policies and procedures.
* Maintaining track of licenses of various flavors of OS, devices.
* Internal auditing and driving closure of open points.
* Service Improvement plans and Implementation.
* Preventive maintenance of servers, devices, BMS devices on regular basis.
* Performance Optimization with planned activities for up-gradation of versions/firmwares.
* Health check monitoring.
* Daily reviews with all domain leads.
* Vendor management and tracking.
* Ensuring SLA met.
* Monthly reviews with customer.
* C-SAT achievement.

**WORK EXPERIENCE**

**IT Operation Analyst**

**CIO – IO – DMM & MDM Project**

**Sept’16 – Till Date**

* Handling real time escalations with a team of 18 engineers (Remote Helpdesk Engineer, Desktop Engineers and Server engineer) across India to ensure IT infra availability for customer operations at plant location and Head Office.
* Responsible for assuring users are provided efficient and timely support during business hours.
* Performed staff scheduling to ensure Service Desk coverage during normal business hours and on-call support as required
* Taking up with all stakeholders for Fault resolution within the agreed upon SLA.
* Analyzing the root cause and updating of the same.
* Call monitoring and report making.
* Repeat Fault Analysis
* Monthly Performance Reviews with Customer Higher Management
* Service Improvement Plans drawn out and its implementation
* Identifying customer business needs and getting it coordinated with stakeholders.

**Wipro InfoTech Ltd**

**(May 15 – Sept’16)**

**Project Name: - Volkswagen India Pvt. Ltd, Mumbai (Wipro InfoTech Ltd. on Role)**

**Join as: Systems Operations Manager**

* Work with functional managers and the team sponsor to obtain necessary resources to support the team's requirements
* Developed and implemented various process improvements within the team as per ITIL methods and practices.
* Coordinates meetings with the product committee, project manager and functional management to discuss project impediments, needed resources or issues/delays in completing the task
* Coordinate with internal and external customers as necessary
* Provide necessary business information
* Co-ordination with all internal Wipro stake-holders to ensure 100% Operational uptime
* Initiate sub-groups or sub-teams as appropriate to resolve issues and perform tasks in parallel
* Ensure deliverables are prepared to satisfy the project requirements, cost and schedule
* Help keep the team focused and on track
* EPBX Phone Configuration based on IP.
* Providing the Mobile device support to user.
* Assigning Data Limit through EMC Storage on file server.
* Evaluate and install new software releases, system upgrades, and patches within a configuration management framework
* Resolve hardware and software-related problems, as well as perform system backup and recovery
* Handle tasks of maintaining data files and monitoring system configuration to ensure data integrity
* Work as a team with the client and other contractors to identify, present, and resolve issues with current architecture and foreseeable future issues with limited supervision.
* Well versed with IT KRA, KPI and CSI
* Generating reports from Service Now Ticketing tool and preparing monthly dashboard.

**Project Name: - Vodafone India Limited, Mumbai (Wipro retainer pay role)**

**Feb 13 to May 15**

**Promoted to: Technical Support Lead**

**Job Responsibilities**

* Supervised, motivating, and elevating performance for 47 Engineers
* Team Size: Up to 47 associates consisting of 2 Teams for Device issues(38 Engineers) and Blackberry Enterprise Server (9 Engineers)
* Managing the Team of Field Engineers working on issues on different Vodafone applications and the Team of Blackberry Enterprise Sever Engineers.
* Issue handling and end to end coordination and follow up with Vodafone Employees and Field Support Engineers to resolve the issues of their Enterprise users by scheduling visit at user’s location
* End to end follow up done with Various department for all issues to ensure 100% resolution on all the reported incidents
* Handled Operational/Technical Escalations
* Coordinating with TA/ HR Team to get the profiles for new joiners in replacement of resigned resource
* Preparing monthly MBR Deck for entire field support and presents to client
* Administrating and troubleshooting Blackberry Enterprise server.
* Managing user accounts and giving share & security level permissions.
* Responsible to install, set up, maintain Blackberry Enterprise Server accordingly as per the requirement.
* Responsible for blackberry base server related issue and enterprise activation.
* Responsible to monitor whether all the components are available for successful communication.
* Responsible for Escalation of technical issues related with BlackBerry such as E-Mails access related problems.
* Responsible for Troubleshooting for Blackberry Internet Service (BIS) and Blackberry Enterprise Server (BES).
* Responsible for Escalated technical issue, Operating System, Software Up gradation and Blackberry application related Issues.
* Responsible for Technical support on other devices Ios, Android and Windows platform.
* Responsible for VSDM (Vodafone Secure Device Management – Air Watch) enrollment for new devices

**May 12 to Jan 13**

**Promoted to: Technical Support – L2**

* Handled issues of Customer related to following products - Blackberry Device, Data Cards Other Data modems, GPRS Settings, Vodafone Location Tracker, Mobile Device Management(VSDM), Toll Free Number and Audio Conference
* Co-coordinating with the concerned teams(Vendors, Various Network Teams, Client) for the resolution of the cases within SLA (service level agreement)
* Coordination and end to end follow ups with Switch, SGSN, GGSN, RF, RECC Team and customer for cases of bulk and High revenue impacting customers of Vodafone
* Preparation and daily reporting of Product wise trackers with Client
* Prepared and maintained knowledge base on Products handled by Team in order to increase work efficiency of individuals
* Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions
* Responsible for local IT vendor, contract and outsourcing management.
* Provides escalated technical support that requires an on-site presence (server, NAS, network or PC equipment failure), including data backup recovery. Performs complex software/hardware troubleshooting, patches and re-installations in cooperation with the Enterprise Helpdesk and in accordance with established SLAs.
* Responsible for maintenance of systems documentation such as TIS operations manuals.

**Dec 11 to April 12**

**Join as: Technical Support Executive**

* Handling incoming calls of customer’s related to their issues, complaints and requests.
* Giving information regarding Mail access and Internet access through Blackberry devices launched by Reliance Group.
* Handling Escalated technical issues related with BlackBerry such as troubleshooting connection errors and other mails access related problems.
* Configuring & troubleshooting for customer’s Email accounts in Blackberry handhelds.

**EDUCATION**

**Bachelor in Science from Kanpur University in 2011.**

**Pursuing Red Hat 7.0 (RHCSA & RHCE)**

**Additional Qualification**

2010 Professional Diploma in Computer Application and Maintenance (16 Months)

2009 Diploma In Computer Application (6 Months)

**Technical Skills**

1. **Windows**
2. **Workstation networking**
3. **File sharing**
4. **Print sharing**
5. **Internet sharing**
6. **DHCP**
7. **Window Development Services**
8. **Mobile Device Management**
9. **Redhat Linux**

**Ticketing Tools**

* Service Now
* HPSM
* IBM BMC

**PERSONAL DETAILS**

Date of Birth : 18th August 1991

Languages Known : English, Hindi & Urdu

Contact Number :

**PASSPORT DETAILS**

Passport Number :

Valid Up to : 03/11/2025

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| **Asad Hasan – 2014662**Whatsapp +971504753686To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |