**Shahabas**

**Shahabas.373896@2freemail.com**

Highly motivated candidate with experience in various IT systems, having over 17 years of rich and insightful experience in IT sector, including **over 16 years** of working in **Middle East (MEA)** environment, involved in Planning, Design, Service & Production Support of IT Infra-structure and Implementation of Hardware/Software solutions, Storage Solutions, Storage Area Networking (SAN), NAS,Data Centre Virtualization, VMWare and IT business continuity Solutions, infrastructure relocations using various products from IBM, Fujitsu, NetApp, Microsoft, Linux etc.

Team Management, Technical knowledge & expertise on ICT infrastructure based on ITIL environment, SAN/NAS solutions from IBM, Fujitsu Siemens, NetApp, Disaster Recovery, Cluster Servers, ICT Solutions. Proficient in networking using Cisco/3Com/Intel/Cyberoam Router and Firewalls. A good team player with excellent inter-personal, project management and team leading skills.

Seeking technical/leadership challenges

**Technical Manager/Team Lead / Technical Lead**

**Professional Competence**

**HIGHLIGHTS**

* Proficient in Planning, Implementation & Support Disaster Recovery & Business Continuity initiatives
* Experience in IT infrastructure relocation and business continuity service
* Technical knowledge & expertise on IBM, NetApp Storage Technology, Brocade SAN Switches, IBM and Fujitsu Servers & Storage solution
* Managed and lead IT Infra-structure planning, design, Installation, Operation, Product & Service Support Managemen in ITIL environment
* Proven expertise in multi-vendor Storage Solutions and storage virtualization products.
* Hands-on Design, Install, Configure & Support high end and midrange storage solutions including high end backup tape libraries.
* Competence in high availability data center solutions

**SKILLS**

* Special Competence: Proficiency in planning, designing, Implementation & Support of ICT and storage solution Projects in ITIL an environment. Installation, Configuration, Administration, ICT infrastructure relocation & Support of IBM Systems, NetApp, Microsoft, Symantec, VMWare Cisco etc.
* Team/Project Management: Manage technical team for various ICT projects for customers in UAE & KSA Installation/Configuration/Administration/Support of Server & Clients, User Definition/Access Control/Folder & Files Controls, Remote Service Support, Configuration & Support of Servers, RAID installation/Configuration/Support, Periodic & Regular Back-up/Restore/Recovery Implementation/Support and System Documentation
* Business continuity – Symantec VERITAS NetBackup, Backup exec , CA Arcserve, and Microsoft cluster services, VMWare, NetApp SnapMirror®.
* Team Player: Fast learning curve and strong analytical, decision making, problem solving, visualizing, negotiating, communication & interpersonal skills
* Technical Skills:
* Hardware: IBM Fujitsu- Servers IBM PURE FLEX,IBM iDATAPLEX
* IBM TS3500 (3584) and ADIC/Quantum tape Libraries DAT/DLT/LTO/ATL Tape Drives
* IBM N 7800/7900/6070 equivalent to NetApp FAS 6070/6080/3170
* IBM HPC and InfiniBand
* VMWare Data Center Virtualization Storage Virtualization
* Fujitsu-Siemens Servers (BX 600 series Blade server, RX600, RX300-S3, RX300-S4, TX-300)
* Brocade and McData SAN Switches - 200E,300,5100 SAN switches.
* Operating Systems: Windows, Linux (RH)
* Storage : NetApp (FAS 6080, FAS 2020, FAS2050, FAS3020, FAS3140,FAS3170 on FCP, iSCSI, CIFS, NFS environment ,IBM Storewize V7000,IBM Storewize 5000,IBM Storewize 3700, IBM SAN Volume Controller
* Data Protection : Symantec (NetBackup, BackupExec), CA (Arcserve).NetApp (SnapMirror,,SnapManager)
* IBM Data Storage DS4500, DS4800,DS5300,DS8000, DCS9550, DCS9900, DDN
* RAID controllers and configurations
* Cisco/3com/Linksys/Intel Routers, Firewalls, Switches, Wireless Access Points
* **Previosly used**

Windows 2003/2000/NT Server Administration, MS Exchange/ISA Server, CITRIX Server/Gateway

CISCO IOS, Microsoft Cluster solutions, Antivirus/Firewall/Antispam/ Content Filter Solutions

 **TRAINING & CERTIFICATIONS**

Microsoft Certified System Engineer **(MCSE),** Microsoft Certified System Administrator **(MCSA),** Microsoft Certified Professional **(MCP),** RedHat Certified Engineer **(RHCE),** IBM Planning and Implementing a Storage Area Network **(UK- 2010),** IBM N Series Metro Cluster Training from IBM Storage Solution Lab for Europe**(Germany 2009),** IBM DS 8000 Product Training from IBM Storage Solution Lab for Europe**(Germany 2011),** IBM ProtecTIER Implementation Workshop - TS7650G IBM Storage Solution Lab for Europe**(Germany 2011),** IBM System Storage 3500 (3584) Installation and Configuration Training from IBM Storage Solution Lab for Europe**(Germany 2014),** British Petroleum Shipping, Infrastructure Training, Fujitsu Services **(UK 2006),** Fujitsu Siemens Primergy Server Training**, Fujitsu Siemens Certified Storage Support Engineer, NetApp Certified Storage Professional, NetApp Certified Storage Administrator,** Lufthansa Systems Support Training**, Microsoft Systems Security Training,** Won **Star Award from Fujitsu Services, UK,** Trained in TRAFFIPAX Systems for traffic surveillance

**Career Profile**

**Saudi Business Machines (SBM-IBM GMSR), Saudi Arabia**

Integrated Technology Services Support Consultant (Saudi Aramco May 2008 – Feb 2017)

SBM is the General Marketing and Services Representative of IBM in the Kingdom. Leading provider of total IT solutions in the region. SBM is delivering infrastructure services to wide range of customers like Saudi ARAMCO, Saudi Telecom, Saudi Electricity Company, major banks, SABIC etc. Primary job is to support ARAMCO IBM N Series storage.

**Responsibilities:**

* Plan and design strategic ICT solutions and actively involved in implementation stage to manage the technical team to execute the project in the time frame given.
* Manage and coordinate with the team and vendors to meet the SLA
* Planning, implementation and configuration of IBM N Series storage solutions
* Service/Support for the install base of IBM N7000 (FAS6000) filers including clustered and mirrored filers.
* Support IBM High Availability Tape Libraries like TS3500 and TS3400 with LTO and 3592 drives
* IBM storwize v7000, V3700, IBM SAN Volume Controller
* IBM Data Storage DS4500, DS4800,DS5300,DS8000, DCS9550, DCS9900
* SAN Switches Brocade, McData
* Daily health check and problem fix.
* Installation and Support for IBM/Lenovo High Performances Cluster Servers
* Installation and Support for InfiniBand (IB) switches and directors.
* Reporting and documentation
* Installation of IBM storages like DS Series/DCS (DDN) series.
* SAN (Brocade/McData etc)switches configuration and support

**Galadari Computers (Galadari Group), Dubai, UAE**

Technical Service Manager / Team Lead July 2007-March 2008

One of the leading IT supplier in the middle east, delivering IT equipments and infrastructure services to all the companies in the group like Khaleej Times daily, Galadari Automobiles, many local and government organizations like Sharjah Civil Aviation, RTA, Dubai Civil Aviation and multinational companies like Siemens, Fujitsu Siemens, Oracle etc.

**Responsibilities:**

* Manage Technical Service Department
* Managed and maintained customer accounts
* IT Infrastructure solution consultancy
* Implementation of Windows based IT infrastructure
* Mail Server implementation and administration
* LAN/WAN installation and support
* SAN/NAS implementation and support

**Fujitsu Technology Services, Dubai, UAE**

 Senior / Lead Systems Engineer (2002 June – 2007 July)

Being one of the first few IT Service providers in U.A.E the organizations has been successfully providing efficient IT infrastructure support for various local govt. departments like Civil Aviation, Police Directorate, Ministries and multinational companies like Lufthansa German Airlines, McDonalds, Flag Telecom, R.Stahl ME, Gulf Finance Corp, Axiom Telecom etc.

**Responsibilities:**

* Server Support
* Active Directory Installation and maintenance
* E-Mail Server installation and Administration
* WAN Components (Routers/Firewall VPN)installation and support
* LAN installation and Support
* SAN/NAS installation and support
* End-User Support and Training
* Security Policies
* Remote Systems Management
* Troubleshooting Hardware & Software Issues
* Resource Utilization Monitoring & Management
* Backup and Recovery
* Citrix Presentation Server Installation and Administration
* 1st and 2nd Level Support for EDS Customers in UAE (e.g.: US Airways/American Airlines
* Technical Writing & Documentation

**Site Technology Ltd. Co., Abu Dhabi, U.A.E**

Systems Engineer (2000 February – 2002 April)

Reported to the IT Manager, responsible to ensure the smooth operations of IT Department

**Responsibilities:**

* Mainly engaged in supporting the IT Infra-structure for maximum availability.
* Responsible for troubleshooting of hardware and resolution of software problems.
* Involved in installation and support for Windows NT/2000/XP on Servers & Desktops.
* Performed routine data backup & recovery as well as installation, configuration & support for network printers.
* Active participation in installation of Vehicle inspection systems for ADNOC
* Traffic Radar Systems installation for Abu Dhabi Police Directorate

**Professional Specialization**

 **NCDA (NetApp Certified Data Mangement Administrator ONTAP 8.0)**

**RHCE (Red Hat Enterprise Linux 5) Since January 2011**

**MCSE+I Since 1999, MCSE 2003, MCSA 2003, MCSA Messaging**

**CCNA (2005), NACP**

**Professional Qualification**

**Computer Engineering Diploma (3 Years, 1995-1998 - Kerala Govt. Polytechnic College)**

**Bachelor of Computer Application (BCA), CMJ University**

**Personal Details**

Date of Birth : 30-05-1978

Nationality : Indian

Driving License : UAE, Saudi Arabia, India

Current Location : Dubai, UAE

Languages known : English, Hindi, Malayalam, Arabic (entry level)