HAMEED **  E-Mail-ID :** hameed.378746@2freemail.com

**Mobile :** C/o 0502360357

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| **CAREER OBJECTIVE:**  |
| To increase value addition for an organization by investing my knowledge & experience, and to find growth personally and professionally. |

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| **PROFESSIONAL EXPERIENCE:** |
| **1] Dates : August-2016 to July-2017** **Company Name : JP Morgan Chase and Co.** **Designation : Senior IT Analyst.** **Address : Hyderabad, India.**  **EXPERIENCE SUMMARY:*** Worked into **Identity and Access Management** on the payroll of Collabera Technologies Pvt Ltd.
* Role involves performing security administration on Privileged & Emergency ID’s residing on various platforms (Windows,Mainframe, UNIX, AD, AS400,Databases etc.) and contained on the firm wide strategic tool, ensuring access is granted in accordance with the Logical Access Control policy, established standards and procedures.
* Securing and maintaining around 2 lakh privileged accounts into EPV (Cyber Arc Enterprise password vault).
* Performing password resets for different type of platforms like Windows, UNIX, Databases and network devices by using RDP & Active directory (ARS), Putty and Database connections**.**
* Monitoring UNIX servers for PSM connectivity issues.
* Administrating Remote System using SSH.
* Perform ad-hoc reporting in support of various LOB initiatives.
* Proactively supporting all kind of requests coming to our queues in our ticketing tools like EURC, RSAM, ITSM and HPSM based on SLA.
* On boarding of bulk accounts and resetting bulk passwords using PACLI.
* Perform Level 2 support on Cyber Ark PIM (Privileged Identity Management).
* Managing the privileges and emergencies ID’s residing on various platforms.
* Changing and adapting to the process changes as per the regulatory requirements.
* Identify the platforms in order to on board the privilege accounts and automate the password resets
* Troubleshoot and resolve security system access issues.
* As JPMC is core banking sector we have to observe each and every activity and perform with 100% accurate without business impact.

**2] Dates : February-2016 to April-2016** **Company Name : Qatar Islamic Bank.** **Designation : IT Support Engineer.** **Address : Doha, Qatar.** **EXPERIENCE SUMMARY:*** Worked for 2 months at **Qatar Islamic Bank** as **IT Support Engineer**.
* The role involves providing Desktop and Technical support to users within the organisation to troubleshoot Hardware, software, and related network issues.

**3] Dates : May-2013 to April-2015** **Company Name : Google.** **Designation : Analyst.** **Address : Hyderabad, India.** **EXPERIENCE SUMMARY:*** 2 years of experience as **Technical Support Specialist** on the payroll of GlobalLogic Technologies Limited.
* The role involved providing support to users using specified systems and diagnostic tools to troubleshoot desktop, software, applications, Operating systems and related network problems.
* Work on basic to moderately complex issues or escalates appropriately to next level support.
* Essential attribute of the role is to lead and manage a team that provides the technical services to users and business partners.
* Hosting Virtual machines and connecting it through Citrix Domain.
* Knowledge of DNS, DHCP, VMware, etc.
* Following ITIL processes (Incident Management).
* Using numerous tools like BMC, Tesla, etc. to troubleshoot issues.
* Managing and maintaining Active Directory ID (Creation, Deletion, Enable and Disable).
* Providing different Group Access to users on File Server.
* Operating System (OS) Up gradation, Deploy OS, Windows patching.
* Track and guide the users on the status of the incidents/tickets if necessary involve/escalate the tickets to necessary teams.
* Ensure all the calls and users are promptly addressed as per service standards and systematically answered escalated and followed up till resolution.
* Establish positive relationships and maintain effective liaison with all departments.
* Proactively identifying opportunities to improve service.
* Keeping up the confidentiality of the sensitive information of the users and systems in Company.
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| **EDUCATIONAL QUALIFICATION:** |
| * **M.Tech** in **Software Engineering** from JNTU Hyderabad in the year **2013.**
* **B.Tech** in **Information Technology** from JNTU Hyderabad in the year **2011.**
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| **TECHNICAL COURSES:** |
| * **MCSE -** 2008 & 2012 Server
* **CCNA -** Routing and Switching (2.0)

**CERTIFICATIONS:**Exam code : **MCSA**MCP ID : 12110546 Exam code : **CCNA** Cisco ID : CSCO12906812 |

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| **PERSONAL INFORMATION:** |
| Nationality : IndianDate of birth : 1st February 1990Sex : MaleMarital status : SingleVisa status : Visit Visa (Long Term 3 month) Expiring on 28-05-2018  Currently residing in Dubai.Language proficiency : English & HindiHobbies : Reciting Quran, Love to swim and play FootballAttribute & Traits : Quick learner, Punctual, Disciplined, Hardworking and Adaptive. |

**Declaration:**

I hereby declare that the above furnished information is true to the best of my knowledge.

 (Hameed)