**Syed Najeeb**

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**Intensity to win with perceptive approach for an Enterprise & Customers associated with it**

**Seeking an assignment in an Enterprise where stress is on winning through Customer-focus, Great Team-work, Innovation & Excellence**

**EXCELLENCE SPHERE**

**Service Delivery**

**ITIL Framework**

**Vendor Management**

**Incident Management**

**Change Management**

**Problem Management**

**Audit, Compliance & Quality Assurance**

**People Management**

**Expectation Management**

**Stakeholder Management**

**Customer Satisfaction**

**Continual Improvement**

**Professional Snapshot**

* **ITIL** with **7.5 years** of rich experience in delivering maximum business valuethrough effective management of **IT Operations, Service Delivery.**
* Experience in planning **SLA/OLA’s and Disaster Recovery Planning; delivered maximum business value for Infrastructure.**
* Experience in planning Leading, **mentoring & monitoring the performance of team members;** setting up and maintaining Critical to Quality & Critical to Process targets.
* Comprehensive **understanding of Life Cycle processes (Change / Incident Management)** including dealing and achieve customer satisfaction.
* Holds the **distinction of initiating and implementing Service Improvement Programs**; excellence in handling **MIS,** **Project Management**, **Change Management**, **Release Management,** **and Quality Management.**
* Strong Customer Centric Approach, with Process Orientation; an effective communicator with excellent analytical, problem solving, organizational abilities with a flexible attitude.

**Certification and Trainings**

* Onsite Readiness Program
* PM Finishing
* Effective Delegation
* Hand’s on leadership program training
* Decision Making
* Manager Capability Program
* Hardware Training
* Network Training
* Server Training

**Areas of Expertise**

**SUMMARY:**

* Have a total of 7+ years of experience in the field of IT, implementation, Administration and troubleshooting are involved with many platform of OS like Microsoft Windows Server 2003, Windows Server 2008 R2, Windows Server 2012 R2 and VMware virtualization, Hyper V and Secpod .
* AD-DS Administration, DNS, DHCP, FTP, WSUS.
* Server hardware planning & implementation, troubleshooting and maintenance
* Pushing Patches through WSUS server in all the organization systems.
* With Secpod pushing patches in systems, which are not connected to Organization network.

**IT Infrastructure Management with ITIL Framework**

* Ensuring ITIL framework is implemented at all customer places
* Defining service standards and guidelines that serve as benchmark for excellent service delivery and as per Global standards; ensuring adherence to Service Level Agreements.
* Good exposure in all lifecycle processes Incident Management, Change Management & Release Management.

**People Management**

* Leading, mentoring & monitoring the performance of team members; setting up and maintaining Critical to Quality & Critical to Process targets.
* Managing routine people management tasks like performance evaluation, front ending customer escalations and setting up corrective action plans.
* Taking initiatives through various programs to ensure that the team adheres to all the policies and procedures
* Managing the resources (includes outsourced and remote teams)

**Security Applications**

* Knowledge about Symantec DLP version.15
* Configuring policy to monitor and block as per organisation requirement.
* Continuous monitoring and analysis of events and qualifying it as incident.
* Planning and execution of server and client upgrade.
* Knowledge about CISCO AMP Security application
* Knowledge about CISCO Umbrella Security application
* Knowledge about Symantec Endpoint Protection version 14.0.39
* Knowledge about Snow Inventory Agent version 6.1.0
* Knowledge about Symantec Encryption and Decryption for data loss protection

**Company Name: Microland Limited**

**Association : 05 January 2015 to till date**

**Designation : Team Lead**

**Location : Bangalore**

**Client : Maruti Suzuki Group – PAN India**

**Tag Line : One minute Production loss = 8 Cars manufacturing loss**

**Responsible for Team Handle with following deliverables:**

* Responsible to manage IT Infrastructure (Mobility(Service Desk & Desk side), Starting from Service Desk to Data Centre of Maruti Suzuki Group of companies which includes, Infra Uptime, SLA’s,IT Governance, Business Objectives are achieved
* Account Balance Score card is published to customer & Wipro Management to look at account health so that decisions can be taken towards risks closure/mitigation, if any.
* Knowledge about Symantec DLP version.15
* Configuring policy to monitor and block as per organisation requirement.
* Continuous monitoring and analysis of events and qualifying it as incident.
* Planning and execution of server and client upgrade.
* Worked on CISCO AMP Security application
* Worked on CISCO Umbrella Security application
* Worked on Symantec Endpoint Protection version 14.0.39
* Working on Snow Inventory Agent version 6.1.0
* Working on Symantec Encryption and Decryption for data loss protection
* Ensuring resources optimal utilization is in place.
* Service Improvement Plans, Business Value meters are rolled out in line with business requirement
* Identifying, negotiating, mobilising and coordinating activities with support functions such as Staffing, Technology, Procurement and Facilities.
* Responsible for the alignment of IT services to meet and where possible exceed the expectations of the business and its external clients, encourage and develop a first class service delivery culture within the IT group.
* Identifying service improvement initiatives and Initiating service improvement plans (SIP), interpreting technical issues and relaying business impact to the business owners. Develop and mentor Service Desk staff, planning and managing resources effectively.
* Follow Early Warning Process to avoid customer complaints to Senior Management of Microland
* Conduct regular reviews of team members with feedback, complete objectives, perform appraisals on time and nominate to relevant behavioural and technical training programs.
* Responsible to ensure Internal Audit engagements & timely closure of findings in case any.
* Governance meeting with Steering committee.
* Providing assistance in handling the escalations from the clients related to the delivery issues.
* Develop and sustain excellent customer relationship through deep engagement and delivering continuous value by meeting customer expectations and by responding to all escalations and customer complaints.
* Prepare Analysis report of failure and downtime for IT usage devices on monthly basis
* Vendor liaison for escalated incidents.
* Daily Meeting with Microland RDM on open issues /new initiatives /status updates on new projects in Service Quality, Relationship Management and Information Security related activities etc.
* Developed and implemented various process improvements within the team as per ITIL methods and practices.

**Company Name: Onward Group of Technologies**

**Client : First Source Solution**

**Association : December 2013 to April 2014**

**Designation : Desk side support Engineer**

**Location : Bangalore**

**Roles & Responsibilities:-**

* Receives link to join Management Bridge (or may be asked to join technical bridge)
* Managing User ID like Creating, Disabling, Password reset and Unlock Account in Active Directory.
* Gathering pertinent information about the incident.
* Patching the Windows Servers using WSUS server, manual patching.
* Configuring, Managing and Troubleshooting AD, updating group policies.
* Generate Daily/weekly/Monthly reports on the activities being undertaken on regular basis.
* Provide process related training to new joined Executives and help them to understand the process criticality. Provided support to all business application’s technical related issue.

**Past Association: June 2007 to March 2009**

**Company Name: Cognizant Technology Limited (CTS) on the pay role of CMS computers LTD**

**Designation : Engineer**

**Location : Bangalore**

* Installing and maintaining Windows Client OS (Windows XP, Windows 7)
* Install, configure, and support PC hardware and various software used by end users.
* Troubleshooting network connectivity in a LAN/WAN.
* Installing and Configuring Network printer for Client.
* Taking care of Client visit and supporting in connectivity.
* Monitoring CCTV Camera with manual recordings, setting up a Conference meet with projectors.
* Working on Avaya phone configuration and troubleshooting Avaya phone issues.

**Academic**

Engineering from SJMIT College, VTU University. 2012

Diploma from Sandoor Polytechnic, BTE University

**Personal Dossier**

**Languages Known :** English, Hindi, Kannada, Telugu, Tamil and Marathi

**Location Preference :** Bangalore