**0 Riyaz-al-Rahman**



**Email : r\_riyaz@yahoo.com**

**Mobile: 7406457656**

**Bangalore**

Quality-focused IT professional with apply the leadership, decision making, and people management skills, I have developed with the 13+ years of experience as Team Lead/Operation Manager, Comfortable operating in a wide range of platforms and environments.

Highly motivated and self-starter individual seeking a position

That will enhance my experience and allow me to utilize my excellent interpersonal skills.

**EXPERIENCE**

Name of Organization: **Tata Consultancy Services Limited**- Bangalore (Aug 2017- Till)

Job Profile: Assistant Consultant

Name of Organization: **IBM India Private Limited–**Bangalor**e** (Dec 2016- July 2017)

Job Profile: Technical Specialist

Name of Organization: **Wipro Technologies** **–**Bangalor**e** (Aug 2014- Nov 2016)

Job Profile: Senior Administrator

Name of Organization: **Sree Vinayaka Enterprises** **–**Bangalor**e** (June 2013- July 2014)

Job Profile: System Administrator

Name of Organization: **Aseel Universal Garments Mfg.Co**-Jordan (NOV 2012-April2013)

Job Profile: IT Support Analyst

Name of Organization: **Acropetal Technologies -** Bangalore (Nov 2010-July2012)

Job Profile: IT Support Analyst

Name of Organization: **PCS Technology** **-** Bangalore (June 08 – Nov 2010)

Job Profile: IT Support Analyst

PROFESSIONAL EXPERIENCE

Name of Organization: **Tata Consultancy Services Limited**- Bangalore (Aug 2017- Till)

Job Profile: Assistant Consultant

* Analyze and resolve the issues based on IT Tickets
* Managing Windows team with 12 supporting staff
* Working as an Operation Management role
* Handling windows related activity and troubleshooting - L1/L2/L3 and ON-call support
* Handling Active Directory Services -L1/L2 Support
* Handling VMware - L1 &L2 support
* Handling Azure servers –L1 & L2 support
* Vendor coordination and management physical server related issue
* Migration part of windows
* Server patching from shavlik server
* Working part of DR activity

Name of Organization: **IBM India Private Limited–**Bangalor**e** (Dec 2016- July 2017)

Job Profile: Technical Specialist

* Analyze and resolve the issues based on IT Tickets
* Building and Decommission Windows 2008 & Windows 2012 servers (physical servers & virtual machines)
* Responsible for handling Server related issues HP -physical servers & virtual machines
* Magiration part of windows and active directory
* Server patching manually
* Working part of DR activity
* Handling Active Directory Services
* Backup and Restore through Netbackup software and SMVI

Name of Organization: **Wipro Technologies** **–**Bangalor**e** (Aug 2014- Nov 2016)

Job Profile: Senior Administrator

* Analyze and resolve the issues based on IT Tickets
* Building and configuring Windows 2008 & Windows 2012 servers (physical servers & virtual machines)
* Handling Active Directory Services
* Server patching from WSUS server
* Citrix server support like application, Health checkup
* Microsoft configuration mailbox
* L1 support in Lync server

Name of Organization: **Sree Vinayaka Enterprises** **-**Bangalor**e** (June 2013- July 2014)

Job Profile: System Administrator

**Role and Responsibilities:**

* Analyze and resolve the issues based on Mails, and calls
* Installation and configuration Windows Server2003/2008
* Responsible for handling Server related issues HP and Dell
* Vendor coordination and management server related issue
* Handling Active Directory Services
* Monitoring server performance by checking through submit tool
* Backup Management from Windows2003 and Windows2008

Name of Organization: **Aseel Universal Garments Mfg.Co (**NOV 2012-April 2013)

Amman -JORDAN

Job Profile: IT Support Analyst

**Role and Responsibilities**

* Analyze and resolve the issues based on Mails, and calls
* Installation and configuration Windows Server2003/2008
* Handling Active Directory Services
* Files Server maintenance and managements
* Backup Management from Windows2003 and Windows2008

Name of Organization: **Acropetal Technologies -**Bangalore**, (**Nov 2010-july 2012)

Job Profile: IT Support Analyst

**Role and Responsibilities**:

* Analyze and resolve the issues based on IT Tickets, Mails, and calls.
* Installation and configuration Windows Server2003/2008.
* Monitoring server performance through Summit tool
* Handling Active Directory Services.

Name of Organization:PCS TECHNOLOGY **-** Bangalore (June 08 – Nov 2010)

Job Profile: IT Support Analyst

**Role and Responsibilities:**

* Clients: Microsoft Windows 7, Windows XP and Windows 2003.
* Handling Active Directory Services, User management, Domain Login problems
* Install configure and troubleshoot Blackberry Desktop software on client machines.
* Mail Installing, Configure, Trouble shooting in Lotus Notes

**QUALIFICATIONS SUMMARY**

S.S.L.C- (State Board Of Kerala)

V.H.S.E (Vocational Higher Secondary Education)

Diploma In Electronics & Communication Engineering. From (Tamilnadu State Board)

Bachelor of Computer Applications-From Annamalai University

***CERTIFICATIONS: -***

Microsoft Certified Technology Specialist (MCTS)

ITIL Foundation Certificate in IT Service Management- ITIL 4 Edition

Microsoft Certified: Azure Administrator Associate(AZ104)

**PERSONNAL DETAILS**

Marital status : Married

Date of Birth : 21/oct/1985

Nationality : Indian

Languages can speak : English, Tamil, Kannada and Malayalam.

Passport No : P0426275

**DECLARATION**

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

Place: Bangalore