**SHADAB AHMAD HASHMI**

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**Location Preference: PAN Global**

**Certified on Red hat ansible,AWS & ITIL, IT Technical Consultant** with an experience of **nearly 10** **years**, targeting assignments in **IT** **Product Solution Implementation / Deployment / Support / Automation** with reputed organization

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| --- | --- | --- |
| **Core Competencies**  ***Technical:***   * *UNIX/LINUX operations support* * *Ansible – Play books development* * *Web Server (IIS, Apache, Tomcat)* * *Windows Server (Event Viewer, Task Scheduler, Custom Windows Service Installation, Crash Dump Analysis)* * *AWS: EC2, RDS* * *Linux Shell scripting* * *.Net & Java code deployment and support* * *IIS management(Installation, App pool management ,SSL management)*   ***Functional:***   * *Product/Solution Implementation* * *Product Configuration* * *Client Management* * *Requirement Gathering* * *Product Life Cycle Management* * *Team Management & Leadership* |  | **Profile Summary**   * Good working knowledge in Telecom,ERP domain. * Specialization in End-End Implementation of the products and custom features in production/Development/testing environment * UAT with client post implementation * Specialization on transition for any new project or requirement coming in from Africa, Japan to India * Proficient in providing support to customer in 24\*7 environment * Well versed in server patching * Automation using Ansible or custom scripts * Management of IIS(from installation to support) * Regular patch assessment and deployment of the security patches,bugfix,ifix using Bigfix or custom scripts. * Regular Health check and patch scan level of the system using ansible tower * Working on SQL Query(moderate level) Writing as per Adhoc Request, KPI Requirement or Operational Activity * Successful in leading Service, Change, Problem, Transition & Transformation with excellence in managing issues that could impact end-to-end delivery operations * Skilled in managing & mentoring 30+ team members; leading the talented professionals that well exceed corporate expectations |

**Knowledge Purview (Technical)**

* Implementation and production support of Java and .Net based application
* Troubleshooting and debugging skills of .Net and Java based applications
* Deployment of .Net and Java based applications in Linux and Windows environment
* Automation using Ansible and Ansible tower
* Regular patch assessment and deployment of the security patches,bugfix,ifix in production,test and dev environment.
* Patches/bugfix/ifix for multiple OS versions are being deployed in multiple environment using Bigfix or custom scripts
* Web Server's (IIS, Apache - Tomcat in Production Environment), Microsoft Windows Server R2, IIS Admin,
* Windows Web Server IIS Management: App Pool Creation, App Pool Configuration, Pool Recycle & IIS Log Analysis and Crash Dump of IIS App Pool
* Query execution using standard DDL & DML languages along with ticketing tool to meet SLA's
* BSS based Products Implementation and Deployment Lifecycle for Telecom Operators

**Organisational Experience**

**Since Jul’16 with IBM India Pvt. Ltd., Noida as Technical Services Specialist (Team of 30)**

**Key Result Areas:**

***Technical:***

* Automation using Ansible scripts or custom scripts
* Implementation of the custom feature of the product in production environment
* UAT with client post implementation of the custom feature or any patch
* Regular patch assessment and deployment of the security patches,bugfix,ifix in production,test and dev environment.
* Patches/bugfix/ifix for multiple OS versions are being deployed in multiple environment using Bigfix or custom scripts
* Regular Health check and patch scan level of the system using ansible tower
* Management of IIS(from installation to support)
* Production support against the custom/tailor made solution deployed on production server
* Transition for any new project or requirement coming in from Africa, Japan to India
* Working on SQL Query Writing as per Adhoc Request, KPI Requirement or Operational Activity
* Evaluating and resolving technical feasibility; planning, executing & delivering product & solution releases
* Managing product line life cycle from sun setting legacy products to prototyping till testing features/products and ideas

***Functional:***

* Managing the 15+ people of different skills set or domains
* Acting as SME for the product running in pan Africa and Japan
* Ensuring products are keep running and severity issues are being closed with in the SLA
* Collaborating with stakeholders/CTO on creation of positioning for products along with Product Ideation & Strategy
* Leading, mentoring & monitoring the performance of team members for ensuring efficiency in process operation
* Bringing new products to market by analyzing proposed product requirements and product development programs
* Recommending nature & scope of present and future product & solution by reviewing specifications & requirements

**Jun’15 – Apr’16 with Subex Limited, Bengaluru as Product Specialist**

**Highlight:**

* Managed all responsibilities of Business Analyst, worked on complete life cycle of assets assurance & management used in telecom sector and supervised deployment, configuration & testing of BSS Product "Asset Assurance" for Fulcrum

**Mar’12 – Jun’15 with Intense Technologies Limited, New Delhi as Technical Consultant**

**Highlights:**

* Completed successful implementation of International Project “Airtel Africa” at Ghana & Tanzania
* Received appreciation for successful roll-out of application to business by IBM Program Manager
* Managed Unidoc Project including activation of integration services like TABS, PACS, EMA, CRM and Database Upload
* Collaborated closely with business for reporting requests formulation
* Led implementation of applications for Telecom Projects on Application, Database, Image and SMSC Server
* Supervised the process of deploying technology to capture, manage & validate documents & content to customers

**Academic Details**

* MCA from Azad Institute of Engineering & Technology, U.P. Technical University, Lucknow in 2010
* BCA from University Institute of Engineering & Technology, Kanpur University in 2007
* 12th from Vidyut Parishad Intermediate College, U.P. Board, Allahabad in 2004
* 10th from Vidyut Parishad Intermediate College, U.P. Board, Allahabad in 2002

**Certifications**

* ITIL Foundation (Valid from 13th Aug 2018)
* AWS Certified Solution architect associate( valid from 18th June 2019)

**Academic Projects**

* Personal Digital Assistance (C++)
* Customer Relationship Management (Asp. Net)

**Personal Details**

**Date of Birth:** 4th June 1987

**Languages Known:** English and Hindi

**Address:** L-15, First Floor, Abul Fazal Enclave Part1, Shaheen Bagh, New Delhi – 110025

(Refer to annexure for projects)

**Annexure**

**IBM India Pvt. Ltd. / Intense Technologies Limited**

**Client Name:**  Airtel Africa (Delhi/NCR & Africa)

**Duration:** Mar’12 – Jun’15 / Apr’16 – Till date

**Team Size:** 50

**Platform/OS Used:** Windows Server 2008R2, LINUX, UNIX

**Languages/Tools Used:** Asp.Net, Maximo

**Description:** Application deployment & testing, used by customer till sign-off is granted

**Role:** Technical Consultant

* Acting as Technical Consultant SPOC at client location for application in Delhi (NCR) and Africa (Ghana & Tanzania)
* Working on deployment, configuration & testing of Unidoc for SIM Activation Process & Document Management System
* Addressing all client queries & issues within time and agreed SLA's, managing post-deployment activities like .Net Web Service Deployment and Configuration on IIS Windows Server 2008 R2, Network Check on Windows Server 2008R2, and Integrated Servers like Application (Windows) to DB (LINUX) Server with Application (Windows) to Image Server (AIX)
* Checking pre-requisites like Mount Point on DB Server & Image Server; working on installation of Windows Services on Application Server and testing functionality of application after deployment
* Rendering training to Airtel staff on all modules and ensuring to fetch sign-off from client, post roll-out

**Wipro Technologies**

**Client Name:**  ESIC (Delhi/NCR)

**Duration:** Jun’10 – Feb’12

**Team Size:** 30

**Platform/OS Used:** LINUX

**Languages/Tools Used:** Java, Mozilla

**Description:** Central Govt. project for employees by Wipro

**Role:**

* Acted as a SPOC for Delhi & Haryana for ERP Application, positioned at client’s location (ESIC Regional Offices)
* Deployed, configured and tested ERP Modules like Material Management, HRMS, Finance and Payroll
* Provided training to ESIC staff on all modules
* Encouraged ESIC staff & management to use application proactively
* Ensured to take sign-off from client, post roll-out