**Basir bin Yahya** Katy, Texas 77450 • +1 (347) 806 - 9952

basir.yahya@hotmail.com • linkedin.com/in/byahya/

Accomplished and seasoned problem solver in IT infrastructure with having functional and technical experience of On-premise and Cloud infrastructure. Adept in designing solutions for complex problems and able to maintain the highest standards of confidentiality in handling and protecting sensitive client information. Focused on customer service concepts to improve user experience for clients, employees and administration.

**PROFESSIONAL EXPERIENCE**

|  |
| --- |
| **Cloud Infrastructure Evangelist** |
| TAJMAC IT Solutions (Pvt.) Ltd. (T1 Microsoft CSP) – Karachi, Pakistan | *Oct 2018 – March 2020* |

Pivotal technical resource, responsibility was to work closely with client CIO’s & Project Manager’s for timely project deliver. Provide consultancy for Digital transformation, Microsoft CSP programs, Office 365, Cloud Security and help in designing effective solution and develop roadmap for; cloud adoption & migration of services to cloud; optimizing IT Infrastructure; and delivering results while addressing security & compliance challenges. Clients included from Health care, Manufacturing, Airline, Shipping and Retail sectors.

* Migrated on premise application to Azure & AWS with secure accessibility to business application.
* Migrated more than 1500+ users to Office 365 platform along with training session conducted for usability
* Designed & configure Azure Front Door, NSG & Azure Sentinel (Azure SIEM solution) for improving security for Cloud only & Hybrid design
* Examine current cloud security practices and identify key risks, develop program for mitigation, then execute programs to address them

|  |  |
| --- | --- |
| **Manager - Information Technology Infrastructure** |  |
| Hilal Foods Private Limited – Karachi, Pakistan | *May 2017 – Oct 2018* |

Leading functional and technical management of IT Operation (24/7), Service Delivery, Infrastructure, Security & Governance, IT Budget and IT Projects for parent & sister companies. Directed IT Infrastructure operations according to executive strategies developed by partnering with corporate executive team and department heads, to create value, automation and optimize costs. Enabling Team for Help desk, Infrastructure/Security & Database for day to day activities. Promoting awareness of information security & governance issues among staff.

* Designed secure SAP infrastructure solution on AWS cloud with flexibility to increase capacity when required, reducing the overhead for on premise infrastructure & initial expense.
* Initiated Information Security program: conducted Access rights review for Business application users, enforced security validation check for business applications. Hardening network security through enabling existing features in devices.
* Enhancing IT security through segregation of network with branch firewalls, CIS benchmarking, LDAP Group policies, Asset Identification, AV, IP-Sec. which improved overall security posture of the company
* Improved IT operations and service delivery through developing synergy in the team which reduced helpdesk service requests by 40% & resolution time by 50%
* Saved 40% of the cellular & communication cost through centralized contracts, solutions and optimization of requirements with further reducing the downtime for Call Center & Point of Sale by 90% which helped to increase business revenue

*Sister Companies included the following,*

* Domino's Pizza Pakistan(Unique Food Services Company (Pvt) Ltd
* Hilal Care (Pvt) Limited

|  |  |
| --- | --- |
| **Unit Head – Information Security Governance** |  |
| BankIslami Private Limited – Head Office - Karachi, Pakistan | *August 2016 – May 2017* |

* Oversee the implementation of IS policies as per SOP’s from State Bank of Pakistan compliance for information security.
* Initiating IT security awareness & training.
* Drafted CIS initial security baseline for Servers, Databases & network devices.
* Optimizing Q-Radar SIEM deployment for identification of any security incident.
* Monitor, track, and analyze networks/systems for potential security violations and respond to all security incidents
* Reporting any security vulnerability, threats and incident to relevant department for mitigation
* Coordinate with ITS Department for mitigation of any security threats and improving the overall security posture of IT infrastructure

|  |  |
| --- | --- |
| **Team Lead Infrastructure** |  |
| GreenStar Social Marketing Pakistan Limited - Karachi, Pakistan | *August 2015 – August 2016* |

Managed day to day infrastructure activities and staff functions for nationwide locations for field force. Directly responsible for leadership and direction of nationwide IT staff, along with uptime of business applications and continually improve IT Infrastructure standards, policies, processes and procedures

* Improved IT operations through distributing regional responsibility to respective IT staff which effectively reduced the initial response time by 40% and increased helpdesk service requests resolution by 60%.
* Implementation of Office 365 for Nationwide users of 900 with migration from On-premise Exchange Server.
* Initiated basic IT training with Security awareness program to all region along through prerecorded videos, this directly reduced help desk ticket.

|  |  |
| --- | --- |
| **Sr. Assistant Manager Infrastructure** |  |
| Lucky Cement Limited - Karachi, Pakistan | *December 2012 – August 2015* |

* Administering of mission critical systems including business and operations support systems.
* Maintaining policy and processes for Production and Disaster Recovery sites.
* Vendor management with SLAs and contracts management.
* Maintaining, supporting, and optimizing key functional areas, particularly network, infrastructure, server infrastructure, data communications, and telecommunications systems.
* Periodically reviews appropriateness of technological use for system components and recommends modifications and/or upgrades when necessary to keep systems operating according to defined service level agreements and operating level agreements.
* Administrator of Microsoft Active directory, SCCM, Fortinet firewall, VMware, DNS, DHCP and Hyper-V

|  |  |
| --- | --- |
| **Engineer – Server Management** |  |
| Axact - Karachi, Pakistan | *October 2011 – May 2012* |

Team member of 3 people for Server section.

* Responsibilities included Administration / Management of:
	+ Data Centre and Servers running HP ProLiant servers
	+ Windows 2003, 2008 and 2008 R2 (Enterprise and Standard Edition) Servers
	+ Active Directory user and group (distribution and security policies)
	+ Symantec Backup Exec 2010 (Windows server backup and recovery Utility)
	+ Symantec End point protection
	+ Virtual Machines running on Microsoft Hyper-V & VMware ESXi
	+ DNS Servers, IIS server hosting & security measures
	+ Corporate Email server’s (online and local) running Mail Enable & IceWrap
	+ SQL 2005 & 2008 Database server, Visual Source Safe 2005
	+ SCVMM 2008, SCCM 2007, SCOM 2008, MS TMG 2010
* Providing support to developers in identification and rectification of errors and technical issues.
* Ensure all the security policies are applied to each server according to their requirement, with only necessary ports and services are enabled.
* Manage VPS hosting for clients and in-house services on the cloud

**Earlier Job roles**

|  |  |
| --- | --- |
| **Support Engineer *(Resident Engineer for Comstar)*** |  |
| Pakistan Petroleum Limited - Karachi, Pakistan | December 2010 – October 2011 |
| **Support Engineer IT** |  |
| Response – Glasgow, United Kingdom | *October 2009 – July 2010* |
| **System Support Engineer** |  |
| Glasgow Animation - Glasgow, United Kingdom | *July 2007 – June 2009* |

**Education**

|  |  |  |  |
| --- | --- | --- | --- |
| **MS** | University of Westminster – United Kingdom | 2007 – 08 | Information Technology Security |
| **BS** | Sir Syed University of Engineering & Technology | 2000 – 05 | Computer Engineering |

**Professional Training**

IBM - Qradar – BQ102G, BQ121G, BQ132G, CEH – Certified Ethical Hacker v8, ITIL v3,

**Professional Certification**

* Microsoft Certified Technology Specialist (Microsoft Certification ID: 9320041) (Exam # 243, 246, 247)
* Fortinet NSE 1, 2 & 3

**Skills**

|  |  |
| --- | --- |
| * IT Infrastructure and Cloud Security
* IT Operations & Service Delivery
* IT Service/Help Desk
 | * Project Management
* Cloud Technologies (Azure & AWS)
* Microsoft Infrastructure Technologies
 |

**Experience & knowledge for following**

|  |  |
| --- | --- |
| * ISO 27001/2
* Cybersecurity Framework (CSF)
* IBM QRadar , Security Onion
* CIS Baseline security
* Firewall – Fortinet
* Web Application Firewall
* Symantec endpoint protection
* McAfee endpoint protection
* Vulnerability management tools
* OpenSource tools nmap, tcpdump, sysinternals suite, backtrack, etc
* Amazon Web Services – EC2
 | * Azure Compute
* Azure AD, SSO,
* Azure Storage
* Azure App Service model
* Azure Networks
* Azure Site Recovery
* Azure Sentinel
* Microsoft Office 365 migration & support
* Intune configuration
* Implementing EOP, multi factor authentication & Implementing ATP
* VMware, Hyper-V, Kubernetes,
 |

**Projects**

|  |  |  |
| --- | --- | --- |
| * IT Policy & Procedures (Governance)
* IT security Revamping
* Digital Transformation
* Risk Assessment (Cyber Security)
* Security Awareness Training
* Access Rights review ERP/CRM
* Security Baseline configuration
* DLP, Microsoft EMS
 | * SIEM deployment – Q-Radar /Onion Security/ Azure Sentinel
* Infrastructure designing for ERP (SAP/Oracle/MS Dynamics)
* Virtualization (Hyper-V/VMware)
* SSL Certificates,
* MS SQL, SCCM, Power BI
* Microsoft Windows Server AD, DNS, DHCP
* Firewalls deployment - Fortinet/Barracuda/Cisco
 | * Hosted cloud solutions (SaaS, PaaS, IaaS)
* Cloud Migration
* Azure services deployment
* SAP deployment on AWS-EC2
* Office 365 / Microsoft 365 Planning, Deployment & User Training
* Azure AD, SSO, ASR, DR, Front Door, Sentinel, WAF, NSG
* VoIP – Avaya/Asterisk
 |

*Have successfully completed multiple IT projects in my career in the following technologies & services*