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 **Hayas Mohamed Saleem**

 **IT Support Engineer**

 **+973 33234937**

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| Course Completed | 10th Grade |
| College | Christ Nagar Higher Secondary School |
| Year of Passing | 2008 |
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| Global Certifications | SolarWinds Certified Professional |
| Duration | 1 month |
| Year of Passing | 2017 |

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| **Objective**To utilize the opportunities of working with a reputed and progressive organization where I can enhance my professional skill and strength in conjunction with the company’s goal and objectives and face new challenges.**Educational Qualifications** |
| Course Completed | B.E in Electrical and Electronics Engineering |
| College | Vins Christian College of Engineering |
| Year of Passing | 2014 |
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| Course Completed | 12th Grade  |
| School | Christ Nagar Higher Secondary School |
| Year of Passing | 2010 |

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| **Summary of Experience** |
| **Binary Fountain**Support Analyst: Product Support (From June 2019 to Oct 2019)* Working in **Binary Fountain’s** Business Performance Management software platform.
* Manage a portfolio of accounts, helping to ensure customer success from client goal setting and guidance on best practices to performing quarterly business reviews.
* Increase revenue through up-sell opportunities.
* Become an expert on Binary Fountain’s products and the value they provide in defined industries.
* Proactively reach out to clients to strengthen engagement and utilization.
* Provide support to clients by working with our engineering resources to resolve any technical questions or issues.
* Minimize customer churn and escalate critical customer issues when necessary. Actively collaborate with other teams including sales, marketing, engineering, and product.
* Assist with developing customer use cases and other special projects for the Customer Success team.
* Ticketing Tools used: Salesforce, Jira
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|  **SCSOFT Technologies Pvt Ltd** Support Engineer: Monitoring and Service-Desk (January 2017 to May 2019)* 2.4 years of experience in providing Monitoring and Service Desk Support
* Sound Knowledge and work experience in monitoring ticketing systems and client infrastructure
* Providing level-1 support to Clients and their users following ITIL standards using different ticketing tools
* Providing support to the end users via call and email
* Escalating and Routing tickets to concerned teams
* Monitoring day to day server activities
* Alerting on-site team and escalating tickets based on priority
* Raising tickets for clients based on phone calls or chats
* Preparing Reports and Documentation
* Worked in Operating Systems of WINDOWS - 7, 8, 8.1, 10 / WINDOWS Server - 2008, 2012, 2012R2
* Worked in Ticketing Systems - Manage Engine Service Desk Plus, Ivanti, Comodo
* Worked in Monitoring Tools - SolarWinds NPM and SAM, Citrix XenApp
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**Professional Expertise Summary**

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| Domain | Support Engineer: Monitoring & Service Desk |
| UAE based client with 500 servers and 30 network devices | **Project 1** Worked as a monitoring and service desk Engineer for a leading UAE & Middle East based group of companies handling IT, automotive, real estate, retail, construction and logistic domains. The client was having in house data centre spread across different regions in middle east. 100% uptime is mandatory for the client since all their businesses depend entirely on effective functioning of their IT assets. |
| Job Responsibilities | * Monitoring Citrix farm and alerting the on-site team on any outages
* Monitoring an infrastructure with more than 500 Servers and 30 Network devices through SolarWinds NPM
* Preparing availability reports on all the active nodes being monitored
* Alerting and following up with the engineers on the nodes that are down and ensuring that the services are restored without breaching the SLA
* Manage patching of around 3000 workstations through LANDesk
* Monitoring Oracle Database using F5 Dashboard
* Perform the outlined daily checks for the infrastructure as per process and ensure that all scheduled tasks in Server are executed successfully
* Liaise with different teams and vendors based on client requirements
* Providing initial response to requests and chats
* Opening requests and assigning them to concerned team or Engineers based on calls or chats from end customers
* Performing server health checks on the agreed schedule per the SOP, maintaining and updating records for the same
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| US based client - 300 servers in AWS | **Project 2** Worked as a monitoring and NOC Engineer for a US West Coast based organization whose core business is Search Engine Marketing and online Ad services. Their end clients are from different verticals like Finance, Travel, Education, eCommerce, Retail etc. IT infra is mainly in AWS which is closely monitored using different monitoring tools and custom scripts. For the client, the revenue is directly related to the uptime of the servers and services, and so an effective monitoring is needed with minimum response time (5 mins.) |
| Job Responsibilities | * Monitoring NOC mailbox for alerts generated from Zenoss monitoring tool
* Monitoring MySQL alerts related to CPU, Disk and Memory utilization
* Alerting on-site Engineer in US within 5 minutes of receiving critical alerts via email and follow up with a phone call
* Checking and verifying whether data is present in the reports generated from the tool
* Perform additional tests in client infrastructure making use of custom scripts provided by DevOps Engineers
* Monitoring client infrastructure and ticketing tool, working in 24\*7 rotational shifts
* Routing tickets to the respective teams or verticals following the Standard Operating Procedure
* Assigning and categorizing the tickets as per the agreed SOW and following the procedures
* Picking, assigning, categorizing and prioritizing the tickets following ITIL process
* Manage escalations to Level 2 Engineer based on SLA following the SOP and escalation matrix
* Monitoring the emails provided by clients for any alerts from monitoring tools
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| **Personal Dossier** |
| Name | Hayas Mohamed Saleem |
| Nationality | Indian |
| Marital Status | Married |
| Passport No. | T3730268 |
| CPR  | 920557821 |
| Address | Building No: 1527, Road No: 333, Block No: 903, East Riffa, Bahrain. |
| Contact  | 00973-33234937 |
| Email ID | hayasmhd24@gmail.com |
| Languages | English, Malayalam, Tamil |
| Bahrain Driving License | 920557821 |

**Declaration**

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

Yours truly,
Hayas Mohamed Saleem