

## Yasir Ahmed (SCOM Engineer with 6 Years of experience)

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Country - India.

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### Professional Summary

#### ➤ Currently Working as SCOM Engineer in Brennan (Australian MSP) since October-2020.

- Managing 6 distinct SCOM Management Groups and thirteen Management servers to monitor a total of 2500 Windows servers, 150 Network devices such as UPS, SAN & NAS, and 100+ Linux servers.
- Handling a complex SCOM infrastructure with 150+ Gateway servers, chain gateway & workgroup servers.
- Managing SCOM Version: 2019 UR4, 1801 & 2012 R2.
- Migrating SCOM infrastructure. Updating and Patching SCOM and SQL Servers.
- Transitioning SCOM support from a vendor (Fujitsu) to an in-house team.
- Managing & delivering SCOM presentation for ISO audit and compliance.
- Monitoring of physical hardware components, such as HPE-iLO and DELL iDRAC, and setting up monitoring utilities for UPS, SAN, and NAS devices from various vendor (APC, HPE, Dell, etc.) within the SCOM.
- Installing, managing, and upgrading various Management Packs, such as DHCP, SQL, SharePoint, Azure, O365, PKI, SBC VOIP appliance, and Cisco UCS.
- Configuring Kevin SQL Arindam MP, Alert CI, Team assignment, SCOM admin Management Pack.
- Monitoring Virtualization platforms like VMware (Veeam MP), Hyper-V, Nutanix host.
- Building Custom Management Pack, Editing the management pack using xml & Bundling management Pack.
- Implementing automation and Remediation using SCOM PowerShell scripts.
- Standardizing Monitoring threshold and fixing SCOM agent issue.
- Troubleshooting SCOM infrastructure issues, including snapshot synchronization, catastrophic failure, and grayed-out Management Servers.
- Coordinating with Server, Storage, Network, Application owner/operators to enhance monitoring.
- Setting up **LogicMonitor** from Scratch and managing it for VMware monitoring.
- Very familiar with SCOM integration with ServiceNow, Cherwell and BMC ITSM tool
- Developing SCOM Documentation for SOP.

#### ➤ Worked as at Capgemini as a SCOM Administrator since October-2018 to October-2020.

- Installing & Troubleshooting SCOM agents on Windows & Linux servers.
- Installation of SCOM Client in the External domain and DMZ servers.
- Configuring alert Email notification rule and troubleshooting it.
- Ensure SCOM infrastructure is up & available 100% as per the SLA.
- Generating Performance report, availability report and security audit report.
- Installing SCOM Management pack for AD, Windows server, SFB, SQL Server.
- Creating & fine-tuning SCOM alerts as per the business requirement.
- Successfully integrated SCOM with Azure & O365 tenant.

➤ **Worked as an IT Service desk L1 Engineer at Inox Network from May 2017 to June 2018.**

- Monitoring & Managing Windows server.
- Setting up DNS record.
- Assigning and revoking O365 licenses. Giving access to shared mailbox.
- Configuration and troubleshooting of outlook and third-party email client.

### Certifications & Awards

- Microsoft *Azure Administrator* Certified– AZ 104
- Microsoft Azure Fundamental certification – DP 900 (Database)
- Microsoft Azure Fundamental certification – SC 900 (Security)
- Microsoft Azure Fundamental certification – AI 900 (Artificial Intelligence)
- Microsoft Azure Fundamental certification – AZ900
- Certified Network Security Specialist - ICSI
- SCRUM Foundation Professional Certificate – CertiProf.
- Automation Engineer Practitioner Certified – Capgemini University Automation academy.
- Award: Outstanding Young Professional in 2019 for BENELUX delivery – Capgemini.
- Award: XtraMile award – Capgemini.
- Award: Show you care – Brennan IT.
- Appreciation certificate – Brennan IT.
- Pursued training for LogicMonitor, CCNA, CCNP Routing & MPLS Network.

### Academic Qualification:

- Bachelor of Engineering in Information Technology (BE-IT) from SIES graduate school of technology with CGPA 6.05 (Mumbai University), in May 2017.
- Diploma in Electronics& Tele-communication engineering with 67.37% from Shah Anchor Kutchi Polytechnic (Mumbai University), in June 2014.
- SSC with 82.73% in Crescent High school (Maharashtra State Board- Mumbai), in March 2011.

### **DECLARATION:**

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

Place: Mumbai

Date: 10-Sep-2023

(YASIR AHMED)