Mohamed Nathersha

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***9+ Years of experience in IT Infrastructure Management***

***(Design, Implementation and Operations)***

**Technical Profile**

* Active Directory Services
	+ - Directory Sites &Services, Subnets, GPOs, DNS, DHCP
* Message & Collaboration Services
	+ - Exchange Server 2003/2007/2010/2013 Mailbox Cluster
		- Client Access Server /Hub Transport Server
* High Availability and Business Continuity Service
	+ - Symantec NetBackup, Avamar, NAS, Windows Clusters
		- Virtual Server Environment Microsoft Hyper-V, VMware-V-Sphere
* Infrastructure Security Services
	+ - McAfee ePO Server
		- Shavlik for Security Patch Management
		- Symantec IT Client Management Suite(Altiris)
		- HCL BigFix
* Management Services
	+ - SCCM/WSUS/ SCOM System Management-Patch Updating / Symantec Client Management Suite

**Certifications**

* MCSA Windows Server 2003 System Administrator
* VMWare Certified Professional (VCP 6.0)
* Qualys Certified Specialist

**Academic Qualifications**

Bachelor of Engineering (B.E.) in Electronics and Communications

Anna University, Chennai, India

2010

**Trainings**

* VMware vSphere: Install, Configure, Manage [V6]

* VMware vSphere: Design Workshop [V5.5]

* Horizon (with View): Install, Configure, Manage [V6.0]
* VMware vRealize Operations Manager: Install, Configure, Manage [V6.0]
* Windows 8 deployment using SCCM

**Experience**

* Senior Technical Support - Enterprise Operations

From Aug-2017 to Jan-2019

Saudi Telecom Company (STC)

* System Administrator-IT Infrastructure

From Aug-2011 to 2017

Ministry Of Higher Education (MOHE) Riyadh – Saudi Arabia

**Responsibilities and Tasks Handled**

EMC Avamar

* 7+ years of experience in IT industry and 4+ years of experience in Backup implementation, Architecture, administration and troubleshooting.
* Proficient in EMC Backup and Recovery technologies Avamar, Data Domain and Data Protection Advisor
* Proficient in installing, configuring and administering Avamar 7.x and above.
* Extensive Experience in Total Recovery of the servers in the event of disasters.
* Ample knowledge in multi vendor OS like RedHat Linux and Microsoft Windows.
* Experience in 24X7 / on-call support in a datacenter environment with more than 1000 servers.
* Experience in Integrating VMware with Avamar for Virtual Machine backups.
* Designing, Deploying Data domain & Integrating Data domain with Avamar.
* Creating backup policies & Creating Datasets.
* Installing and Configuring Vmware, HyperV, SQL and Oracle Avamar Plugins.
* Configuring Avamar DPA.
* Creating reports through Avamar console.
* Monitoring Backups.
* Providing On-Call support as issues arose.
* Organized regular audits of backup configurations to ensure quality of service.
* Performed data restorations for server, file system and/or databases.
* Design plan and implement disaster recovery plans utilizing data replication methods and data retention for business continuance.
* Troubleshooting of backup and restore failures on both Windows and Linux servers with varied configurations, such as Windows, SQL clusters, HyperV CSV backup, Vmware System Image and Exchange DAG backup resolving the issues with vendor by logging service request.
* Experience with Avamar integration with Data Domain.
* Proficient in allocating storage to different Operating System servers from different storage arrays
* Have ample knowledge in creating custom reports based on client requirements using Data Protection Advisor
* Expertise in documenting, writing scripts, guiding and mentoring Junior associates.

HCL BigFix

* Create reports for management using Web Report
* Remediate vulnerability by patching systems pushing patch baselines and multiple fixlets
* OS & application packaging and distribution using BigFix 9.5, SCCM

Symantec IT Client Management Suite (Altiris)

* Working in a Hierarchy Altiris System for centralized management.
* Remarkable experience in administering Altiris Notification, Altiris Deployment Server & Altiris Package Server.
* Monitoring Package Severs and Altiris Notification Servers.
* Maintaining Altiris Systems for all 21000+ client computers (Including Thin Clients, Kiosk, DVR & VDI machines) around Kingdom, in hierarchy.
* Designing and creating Patch Management Solution for patching Microsoft, Adobe, and more.
* Deploy, Report and troubleshoot patches for Microsoft Adobe and more.
* Maintaining reports coming from SQL to update the metric stats.
* Implemented DASHBOARD for Agent compliance, Patch Compliance, Inventory Agent compliance.
* Ability to create reports either through Altiris Parameterized query or direct SQL queries
* Patching, Software Management, Inventory, Application Metering, and other managing of end point computers.
* Deploying Software applications through Altiris complying with STC Software deployment policy.
* Write, test, deploy, and support custom code and VB scripts and Powershell scripts as necessary to deploy Software and applications, to automate routine tasks and processes to improve IT efficiency.
* Creating custom scripts to collect Asset Inventory, In Addition to default Asset Inventory collected by Altiris System.
* Implemented Application Metering to monitor STC environment to track unwanted software installed on client machines and to block unwanted Software.
* Providing Software & Hardware Inventory report to Asset Management & licensing team every 3 months to support Operational and budget planning process.
* Collects and analyzes performance data to provide capacity planning and resource utilization information in support of operational and budget planning processes.
* Creating default & custom reports using SQL , VBScripts, PowerShell command etc to assist the management team with reporting and audit initiatives.

Shavlik Patch Management & Software Deployment

* Creating report for missing Security / Non-security Patches / Service Packs & Vulnerabilities.
* Preparing plan for updating the 600+ servers,
* Notifying the owners for the missing patches and service packs related to their application.
* Deploying the missing security patches / Non-security Patches / Service Packs.
* Creating patch deployment schedule with stakeholders to avoid downtime of the services.
* Deploying Microsoft software / 3rd party software to several Servers through Shavlik software distribution feature.
* Running IT Scripts through Shavlik to get Custom reports.
* Getting reports for Missing Server Hardware updates.

VMware

* Deploying, configuring VMware vSphere and EXSi Servers.
* Editing Virtual Machine Hardware resources as per the customer needs.
* Creating, Cloning New Virtual Machine.
* Converting Physical machine to Virtual.
* Managing the virtual machines using VSphere 6.

Hyper-V R2

* Designing, deploying Hyper-V R2 and 2012, 2012R2.
* Configuring and maintaining Hyper -V R2 and 2012
* Creating cluster and adding physical nodes to the cluster.
* Creating and maintaining virtual servers and resources.

SC Virtual Machine Manager (SCVMM)

* Deploying, configuring and maintaining 2012R2.
* Managing the complete Virtualized environment through SCVMM.

Active Directory

* Creating, deleting, & modifying users.
* Assigning appropriate permission.
* Creating/modifying user account, security groups, and distribution list to protect company proprietary information.
* Administering DNS, DHCP.
* Configured Group Policy Objects to create a secure Windows Infrastructure.
* Providing third level help desk support for problems relating to Active Directory.
* Delegating administrative functions to authorized accounts & ensure policy compliance
* Keep workstations and member servers within their OUs secure
* Keeping Service packs & hot fixes updated.
* Responsible for maintaining security of all objects within their OU.
* Maintain the appropriate level of security and patch revisions on the domain controllers as specified by the Security Team.

Windows 2003, 2008 R2, 2012, 2012R2 Server

* Deploying, configuring and maintaining windows2003, 2008, 2008 R2, 2012, 2012R2 servers.

Exchange 2010 and 2013

* Designing, Deploying Exchange 2010 and 2013
* Configuring and maintaining Exchange 2010 and 2013
* Creating mailbox.
* Creating distribution list.
* Troubleshooting day-to-day issues.

BIGIP F5 (GTM & LTM)

* Creating virtual servers.
* Adding and removing nodes from LB.
* Creating Pools.
* Adding and removing nodes to Pools.
* Adding Nodes.
* Publishing the services through GTM.

Symantec NetBackup

* Designing, Deploying Symantec NetBackup.
* Configuring and maintaining Symantec NetBackup.
* Creating Media Pool and adding Media
* Creating New Backup Jobs.
* Restoring Backup.
* Creating server Images.
* Troubleshooting the issues, which is happening day-by-day.
* Resolving the issues with vendor by logging service request.

DELL & CISCO

* Practice server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
* Recommend, schedule, and perform software and hardware upgrades, patches and reconfigurations.
* Monthly maintenance of Server Hardware’s.
* Upgrading Hardware drivers.

**Personal Details**

Date of Birth : 19 Feb 1987

Nationality : Indian

Marital Status : Married

No. of Dependents : Three

Iqama Status : Transferable