MOHAMMED ABDUL VASEEM

Lead IT Service Management Professional

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📍 Dubai, UAE

11+ YEARS EXPERIENCE

PROFESSIONAL OBJECTIVE

Experienced IT Service Management Leader seeking to leverage proven expertise in digital transformation, cloud migration, and team leadership to drive organizational growth and technological excellence. Committed to delivering strategic IT solutions that enhance business operations while fostering innovation and operational efficiency.

⏱ **Notice Period:** 30 days from date of resignation

PROFESSIONAL EXPERIENCE

● **Lead – IT Service Management**   Feb 2020 – Present

AIR (Advance Inhalation Rituals)/Al Fakher Tobacco Factory – Dubai, UAE

- ‣ **Team Leadership & Development:** Lead and manage a team of 11 IT professionals, including 6 Level 2 and 5 Level 1 support specialists. Provide comprehensive training programs and continuous upskilling initiatives to enhance team capabilities and ensure professional growth across all technical disciplines.

- ‣ **Digital Transformation & Cloud Services:** Led complete organizational migration from on-premises Active Directory to cloud-based Entra ID, managing the entire transformation journey including hybrid implementation phase and final cloud migration. Deploy and manage Microsoft Azure services. Spearheaded digital transformation initiatives by eliminating paper-based workflows through strategic implementation of PowerApps and Power Automate solutions. Developed intelligent Copilot agents to enhance organizational productivity. Architected

comprehensive intranet portal to streamline internal communications. Successfully deployed Viva Engage and Viva Connections platforms to foster employee engagement and collaboration.

- ‣ **Microsoft 365 & Telecommunications:** Serve as Global Administrator for Microsoft Office 365 tenant, managing comprehensive enterprise services including Exchange Online, SharePoint Online, Teams, and Intune. Handle licensing management, administrative roles assignment, and identity management across the organization. Maintain telecommunications infrastructure including Grandstream Phone Systems, ensuring uninterrupted business communications.

- ‣ **Datacenter and Business Continuity:** Direct comprehensive datacenter infrastructure operations, including strategic planning, deployment, and ongoing maintenance. Architect and maintain robust backup and disaster recovery solutions utilizing MABS (Microsoft Azure Backup Server), Azure Backup Center, and Acronis platforms to ensure business continuity.

- ‣ **Documentation & Process Management:** Develop and maintain Standard Operating Procedures (SOPs) and organizational IT policies to ensure compliance and operational excellence. Create comprehensive documentation frameworks to standardize processes and facilitate knowledge transfer across the organization.

- ‣ **Storage & Hardware Management:** Monitor and optimize QNAP storage systems to maintain peak performance and reliability. Execute proactive hardware lifecycle management, ensuring all equipment remains current and fully operational.

- ‣ **Peripheral Device Management:** Configure, deploy, and maintain comprehensive printing and copying solutions across the organization, optimizing operational efficiency.

- ‣ **Vendor Relations & Procurement:** Manage strategic vendor partnerships for technology procurement and coordinate implementation scopes to ensure successful project delivery and cost optimization.

Consultant (Level III)   May 2019 – Feb 2020

Capgemini Technology Service India Limited – Hyderabad, India

- ‣ Consulting on DELL EMC Networker and its integrated appliance.

- ‣ Working on IT service management (Remedy) and Service-Now ticketing tool (SNOW).

- ‣ Identifying gaps and Optimization of the backup Infrastructure.

- ‣ Installation and configuration of the backup environment as per the design for various modules like File system, Image level, SQL, Oracle and Exchange.

- ‣ Upgrading and patching backup infrastructure as an when required (Networker server, clients, Integrated appliance like vProxy and Data Domain).

- ‣ Preparing and sending backup capacity and occupancy reports using Dell EMC Data Protection Advisor (DPA) to the Stake Holders.

- ‣ Ensuring operations meet audit and SLA requirements.

- ‣ Troubleshooting configuration and backup & restore related issues in the environment.

- ‣ Coordinate with other platform teams for resolving issues.

- ‣ Assist and mentor team members.

Senior Administrator

Wipro Technologies – Hyderabad, India

Nov 2015 – Apr 2019

- ‣ As a senior administrator, assist team members on Image level and File system backup & restore for Dell EMC Networker server.
- ‣ Worked on Sales Force for service request tasks.
- ‣ Handle escalated Service Requests.
- ‣ Implement plans to develop Level 1 engineers in terms of product and process.
- ‣ Work with customers on Disaster Recovery and in other critical scenarios (Data loss or Data unavailability).
- ‣ Work in a high-pressure situation and be able to perform individually and as a team.
- ‣ Implementing and managing internal Networker labs for team in terms of testing.
- ‣ Escalating service requests to the next level of support if necessary.
- ‣ Involving Engineering team for code bugs.

Technical Support

Knoah Solutions – Hyderabad, India

Sep 2014 – Jul 2015

- ‣ Provide 24 X 7 Chat support to the customer on issues with Samsung Phones, Tablets, Printers and TV's.
- ‣ Effectively address customer queries by understanding challenges faced by the customers.
- ‣ Understanding customer expectation clearly through effective probing.
- ‣ Document reasons for customer dissatisfaction for all the queries and the challenges faced.
- ‣ Understand and upgrade product and process knowledge to meet required standards of customer resolution on an ongoing basis.
- ‣ Learn, help and support fellow members in the team in meeting desired performance standards for the process.
- ‣ Flexible in working rotational shifts.

TECHNICAL SKILLS

▶ Cloud & Identity Management

- Microsoft Azure Administration
- Microsoft Office 365 Global Administration
- Domain, DNS & SSL Management (Cloudflare, GoDaddy)

▶ Digital Transformation & Automation

- Microsoft Power Automate & PowerApps Development
- Microsoft Copilot Agent Creation

- Viva Engage & Viva Connections Implementation

▶ Backup & Data Protection

- Microsoft Azure Backup Server (MABS) & Azure Backup Center
- Acronis Backup Solution
- CommVault Metallic Solution
- Dell EMC Networker (Core, NMM, VBA & vProxy Appliances)
- Dell EMC Data Protection Advisor (DPA)
- Dell EMC Avamar & Data Domain Administration

▶ Infrastructure & Virtualization

- Hyper-V Administration
- Windows Server Administration
- QNAP Storage Systems Management
- Datacenter Infrastructure Management

▶ IT Service Management

- JIRA Service Management & Implementation
- ManageEngine ServiceDesk Plus & Endpoint Central Implementation
- BMC Remedy, Salesforce, NinjaOne, ServiceNow (SNOW)
- SOP Development & IT Policy Management

▶ Communications & Hardware Management

- Grandstream Phone System Management
- Grandstream Contact Center Implementation
- Printer & Copier Management
- Hardware Lifecycle Management

PROFESSIONAL CERTIFICATIONS

🏆 **Microsoft Certified Azure Administrator Associate** – AZ-104
Certification Number: H912-9402

🏆 **Microsoft Certified Professional (MCP)** – Installing and Configuring Windows Server 2012
MCP Certification ID: 11814971

🏆 **DELL EMC Professional** – Information Storage Management (ISM v3.0)
Reg. number: 320615380 | Validation Number: 299448446

🏆 **DELL EMC Specialist** – Systems Administrator, NetWorker Version 7.0
Verification code: S430832RDFQ11VGM

🏆 **DELL EMC Specialist** – Implementation Administrator, Networker Version 7.0
Verification code: 1D8L5Q56B2V41Q5C

EDUCATION

🎓 **Master of Computer Application (M.C.A)**
Osmania University, Hyderabad, India | February 2015

🎓 **Bachelor of Science in Mathematics, Electronics & Computer Science**
Osmania University, Hyderabad, India | May 2011

🎓 **Board of Intermediate (M.P.C)**
Sri Srinivasa Jr. College, Hyderabad, India | April 2008

🎓 **Matriculation (CBSE)**
Kendriya Vidyalaya, CRPF, Hyderabad India | March 2006

PERSONAL INFORMATION

Father's Name:	Late. Mohammed Abdul Rafeeq	**Date of Birth:**	22nd Oct 1989
Gender:	Male	**Marital Status:**	Married
Language Known:	English, Hindi and Urdu	**Nationality:**	Indian
Passport No.:	R5264636	**Passport Expiry:**	17/12/2027
Current Visa:	Residence	**Visa Validity:**	06/03/2027