

Zaheer Uddin
Technical Project Manager

Hyderabad, Telangana - Email me on Indeed: [indeed.com/r/Zaheer-Uddin/fd9892e91ac9a58f](https://www.indeed.com/r/Zaheer-Uddin/fd9892e91ac9a58f)

To be associated with a dynamic team in a progressive organization that gives me the scope to apply and enrich my knowledge and skills with continual learning and professional growth.

WORK EXPERIENCE

Technical Project Manager

DELL EMC -

August 2015 to May 2018

Provide expertise to support the project team in the following areas:

- * Activity and resource planning.
- * Analyzing and managing project risk.
- * Planning, organizing, and Leading the Project teams from the entire metrics standpoint.
- * Scope & Charter Management.
- * Handled the Account Level Audit (ERM, ITIL)
- * Estimations and cost management.
- * Project Timeline planning and management
- * Procurement, Software Asset management, Change management and Configuration management.
- * Issue resolution and escalation
- * Communications & status reporting
- * Scheduling, attending and running all project meetings.
- * Identify, track, and resolve/escalate project impediments, risk, issues, actions.
- * Implementing Power BI Business Analytics tool to analyze data and share insights.
- * Implemented Six Sigma project (DMAIC) for improving the CSAT Score overall.
- * Implemented LEAN project for optimizing the resource management and the Average handling time on the tickets/resolutions.

Technical Lead/Operations Manager

Microsoft -

July 2013 to July 2015

- * Managing 24x7 IT infrastructure services with the scope of Incident management, Security patching and software deployment management services for Microsoft Outlook.com email service and O365 cloud services with team size of 68 people.
- * Transitioned and consolidated the Incident management, security patching and deployment management work for optimizing the team by improving the productivity and reducing the cycle time.
- * Prepared technical architecture documents integrating all components of the project for better troubleshooting.

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- * Deploying builds & security patches as per Build calendar schedule and co-coordinating the issues that arise during the build.
- * Monitoring, Remote administration, maintenance of a Datacenter Servers comprising of 10,000+ Servers.
- * Trouble shooting on HP storage Architecture in different SKU's with RAID concepts.
- * Implementing disaster recovery procedures to ensure minimal downtime and data loss.
- * Re-building Operating Systems on servers (2003, 2008, 2008 R2) that are in the Hotmail Environment.
- * Transitioned windows infrastructure support services involving the frontend, inbound, outbound and storage infrastructure.
- * Handled security patching, application deployment and incident management for Windows, SQL and HP storage servers.
- * Participate in Feature Specification and Release Reviews to ensure complete understanding of the features being deployed.
- * Created the knowledge base articles for the debugging of the software application for the benefit of the Customer, Partner and the engineering team.

Senior Service Engineer

EMC -

January 2011 to June 2013

- * Experience in installing and maintaining Windows Server 2000/2003, 2008.
- * Alert and resolve any performance issues and notify end-users and resolve any storage shortages issues.
- * Monitor and resolve any issues related to Usage, Performance, and availability on storage.
- * Install and configure the EMC Disk tender (archiving) application as per the customer requirements.
- * Troubleshooting NAS, CAS and DAS Storage issues on the servers.
- * Replicate the break-fix implementation in the test machines to test the functionality of the break-fix and reproduce the same on the production server.
- * Perform testing of the registry exports made from the Production environment and try and test it on the Test environment to resolve issues.

Systems Engineer

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December 2007 to December 2010

- * Designing and developing computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, printers, and disk drives.
- * Managing, monitoring and troubleshooting all installed systems and infrastructure.
- * Installing, configuring, testing and maintaining operating systems application software and system management tools.
- * Ensuring the highest levels of systems and infrastructure availability.
- * Handling Level-2 technical escalations Tickets/Calls.
- * Performing Upgrades, Installation of Software and Drivers and essential software troubleshooting.

- * Assisting end users in deploying Updates, services packs and hot fixes using Windows Update, Automatic Updates.
- * Setting up Active Directory, creating user accounts and providing permissions as requested by the network admin team.

EDUCATION

BSc

Osmania University

2007

Board of Secondary Education - Hyderabad, Telangana

2004

Diploma in Computer Application

Mac infotech Center