

MOHAMED THAMEEM ANSARI

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Objective:

To grow with the progressive organization that would give me scope to acquire knowledge and skills in accordance with the latest technology and to be a part of team that works dynamically towards the growth of the organization.

Educational Qualification:

B.sc (Computer Science) from Quaide Milleth College of Arts & Science affiliated to the University of Madras in the year 2002-2005, with overall 68%

Higher Secondary from Gov't Boy's higher Secondary School in the year 2000-2002, with overall 64.3%

S.S.L.C from Gov't Boy's higher Secondary School in the year 1999-2000, with overall 79.3%

Computer skills:

Language: C, C++, Oracle, SQL and V.B

Operating System: Windows Family, Unix

Scripting Language: HTML, Java Script, DHTML

Tools: SAP, SAP HANA, ITSM REMEDY, JIRA, Service-Now, Splunk

Extra-Curricular:

- 'C' Certificate Holder in N.C.C, 13 TN BN NCC UNIT
- Type Writing-Lower

Work Experiences:

Working as **Senior Specialist (Disaster Recovery Coordinator)** in **HCL Technologies Ltd** from 20-May-2013 to till date

Responsibilities:

Work with Business Continuity management to ensure that the disaster recovery (crisis management) and business continuity plans drive disaster recovery (DR) strategy and procedures.

Establish and maintain the overall plans for executing all DR procedures and understand their interdependencies.

Establish and maintain detailed DR communications and command and control plans through a change management process.

Work with the IT technical staff to ensure that disaster recovery solutions are adequate, in place, maintained, and tested as part of the regular operational life cycle.

Engage with Application support teams to get the application recovery plan documents and understand the topologies

Develop and understand all testing necessary for a successful DR execution.

Schedule and lead all DR exercises.

Act as single point of contact for DR updates and communications

Provide ongoing feedback for risk management, mitigation, and prevention.
Regularly report Disaster Recovery activities to upper management.
Act as liaison for auditing and examination of disaster recovery processes.

Worked as a **Helpdesk Executive** in **HCL Technologies Ltd** under contract **ZYLOG SYSTEMS (INDIA) LIMITED**

from **18-Feb-2013 to 17-May-2013**

Project Client: Visa Processing Services

Responsibilities:

L1.5 application support
Monitoring VPS online transactions
Handling mail and calls from VPS global clients
Raising tickets in JIRA for the VPS application related incidents and Transaction related incidents
Following up with Application support/Business Operations/ Technical team on the issues reported
Follow-up on pending tickets for closure
Closing tickets when the issue got resolved
Sending MIS reports & Daily Transaction reports to Account Managers

Worked as a **Helpdesk Executive** in **Yalamanchili Software Exports**
from **12-Jan-2011 to 15-Feb-2013**

Project Client: Visa Processing Services

Designation: Service Desk Executive

Responsibilities:

Handling mail and calls from VPS global clients
Raising tickets in JIRA for the VPS application related incidents and Transaction related incidents
Following up with Application support/Business Operations/ Technical team on the issues reported
Follow-up on pending tickets for closure

Worked as an **IT Helpdesk Executive** in **Mind Tree Ltd** from
08-Mar-10 to 07-Jan-2011

Project Client: Tata Communications Ltd

Designation: Technical Support (RDS)

Responsibilities:

Remote Desktop Support for TCL Employees
Handling Desktop and laptop related issues
Routing to L2 support if required
Assigning to appropriate queues according to the issues reported
Email support for the customers

Following up on pending tickets for closure
Closing tickets when the issue resolved

Worked as **Technical Supervisor** in **Asian Computers** from **5-jul-05 to 28-Feb-10**

Responsibilities:

Troubleshooting Hardware issues
Hardware Installation and Trouble shooting
Software Installations, OS installations
Maintaining service call records
Consistently maintain the highest level of customer satisfaction
Customers' complaints & recognitions

Personal Strength:

- Self-Motivated Person
- Quick Learner
- Co-operative in Team Work
- Thinking out of the box

Personal Profile:

Nationality: Indian

Marital Status: Married

Passport No: R7310555 (Date of Expiry: 09/01/2028)

Language Known: Tamil, English, Hindi

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Chennai

Date:

(S.Thameem)