**Naveed Hussain**

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**Visa is USC**

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**Objective**

A technology leader with 11+ years of hands-on experience in virtualization, storage design, Microsoft technologies and network infrastructure. I bring an innovative and pragmatic approach to analyzing complex business needs, enabling me to conceptualize, design and implement cutting edge solutions based on the latest virtualization, storage, and technologies. I’m a strong performer who offers critical thinking and analytical skills, which enable me to develop program improvements, pioneer new technologies, and improve applications to optimize technological advancements.

**Certification & Education**

**AZ-104 - Microsoft Azure Administrator**  
**AZ-305** - **Azure Solutions Architect Expert**

**Privileged Remote Access Administrator -BeyondTrust**  
**Bachelor’s Degree**

**PROFESSIONAL SUMMARY**

* 11+ years of experience with expertise in IT Infrastructure.
* Experience in Azure Infrastructure analysis and design.
* Extensive experience with Azure application IaaS migration from traditional hosting models (Virtual and physical servers) and with migration delivery models to Azure Cloud (re-host, Re-revise, re-architect).
* Strong understanding across Azure infrastructure components (Compute, storage, network, database, security and Migration tools).
* Hands-on implementation experience in Azure Platform Service Offerings Such as, APP services, Azure SQL, Storage Accounts, Key vault, Data Lake, etc.
* Subject matter migration expert to facilitate and agree on most suitable migration approach.
* Solid understanding of Azure recovery solutions and migration tools.
* Good Analytical skills for the conversion of on-premise application architectures to Azure suitable modern High Available architecture and designs with Disaster Recovery capabilities.
* Systems and VMware Administrator in implementation, installing, monitoring and troubleshooting Data Centers.
* Installed several hotfixes and patches on Windows servers and ESXi Hosts to eliminate vulnerabilities.
* Solid experience in network set-up & management, System Administration including Server Implementation & Administration, Disaster Recovery Management, Virtualization, Technology Support and Technical troubleshooting.
* Design and Implement virtualization solutions based on VxRail/VMware vSphere ESXi 6.7/6.5/6.0/5.5, and vCenter 6.7/6.5/6.0/5.5.
* Setting up Access and Authentication control, ESXi advanced configurations, Network/Storage IO Control.
* Administered user accounts, domain accounts, administrative rights, security, and distribution groups with Active Directory.
* Worked on Remedy\Service Now incident & change request tickets.
* Good understanding of networking concepts, configuration of networks, router configuration and wireless security, TCP/IP, VPN, Content Filtering, VLANs and routing in LAN/WAN, Ethernet Port and Wireless Networks.
* Extensively worked with server architecture and administered them successfully.
* Participated in regular 24x7 support coordinated with the offshore team for night-time scheduled activities.
* Worked as a member of both, projects as well as the steady state operations teams.
* Draft communications, assessments, and reports that may be both internal and customer facing, to include leadership and executive management.
* Develop comprehensive and accurate reports with presentations for both technical and executive audiences.
* Work with security and IT operations at clients to implement remediation plans in response to incidents\vulnerabilities.
* Excellent verbal and written communication skills.
* Great Troubleshooting and Customer Support Service.
* Work efficiently with little or no supervision and meet deadlines.
* Strong Analytical skills and background in infrastructure architecture.
* Working knowledge of Unix and Windows Operating System environments.
* Partnering with IT and Business Departments to identify gaps in procedures.
* Enhance workflow and processes driving incident response for mitigation efforts.
* Provide incident response and ownership based on escalation. Also, handoff procedures from junior or mid-career team members.
* Improve the detection, escalation, containment and resolution of incidents.
* Perform change activities with constant communications and completion in a timely manner.
* Troubleshooting and creating RCA based off the solution which resolved the issues.
* Ensured minimal service impact when performing changes based on incidents or requests.

**PROFESSIONAL EXPERIENCE:**

**Microsoft, Redmond, WA September 2023 to August 20  
Azure Support Engineer**   **Responsibilities:**

* Provided support to users\customers, resolving complex issues related to Microsoft Azure VMWare Solutions.
* Focused on customer obsession of the Azure IaaS platform to deliver results within SLA without risk to expectations.
* Managing escalations and sub-cases to ensure timely and exceptional quality resolution of all issues.
* Transferring cases to colleagues, subject matter experts or escalating to Product Engineering as needed.
* Enter commands and observe system functioning to verify correct operations and detect errors.
* Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities in ticketing tool.
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
* Working closely with internal Microsoft teams and external partners such as VMware, NetApp, Pure storage, Zerto, SAP and others.

**CloudEQ, Chicago, IL**

**Cloud Engineer/Architect April 2022 to July 2023**

**Responsibilities:**

* Designed and implemented scalable and secure Azure solutions that align with business requirements, leveraging knowledge of Azure services, architectures, and best practices.
* Collaborated with the company’s Network team to implement security measures and best practices to protect Azure resources, such as network security groups, virtual network service endpoints, Private Endpoint, Application Gateway, DDoS and Azure Firewall, ensuring compliance with industry standards and regulations.
* Coordinated with Operations team to maintain Azure cloud infrastructure, including virtual machines, storage accounts, networking components, and other Azure resources, ensuring proper configuration and security measures are in place.
* Analyzed and Implemented on Cost-Optimization project for VM, Disk, Backup, Network etc.
* Maintain and upgrade Commvault backup solution for cloud for running healthy backups jobs running for critical applications hosted in Azure environment.
* Implement Continuous Integration and Continuous Deployment (CI/CD) pipelines for Azure resources, using tools like Azure DevOps or other relevant technologies, to ensure efficient and reliable deployment of applications and infrastructure with DevOps team.
* Bridging the gaps between complex business problems and solutions in the cloud, while working with other members of the technology team including. DevOps engineers and developers to ensure that the right technology or technologies are being built.
* Design and implement backup and disaster recovery strategies using Azure services, like Azure Site Recovery and Azure Backup, to ensure data integrity, availability, and quick recovery in case of failures.
* Manage Azure resources using tools like Azure Portal, Azure CLI, or Azure PowerShell. Provision, monitor, and troubleshoot resources to ensure optimal performance and availability.
* Monitor Azure resources, identify performance bottlenecks, and optimize resource utilization through capacity planning and performance tuning.
* Configure Azure Active Directory, user and group management, and role-based access control (RBAC).
* Provide technical support and troubleshoot issues related to Azure infrastructure, services, and deployments.
* Review internal customer/business unit use case requirements and able to provide consulting on onboarding them to Azure.
* Coordinated with security teams to recommend & implement best practices for the cloud services being used by the business teams. Azure App Services and Integration to Private Endpoints to secure the connectivity.
* Creating and managing user accounts and the groups in Active Directory users and computers. Support problems related to user accounts, domain accounts and managing permissions.
* Creation of new Azure subscription/policy applying Microsoft best practices.

**Infosys, Chicago, IL**

**Senior Consultant December 2015 to April 2022**

**Responsibilities**:

* Built migration platform which include Platespin, VMware Converter, Cloud Endure, VPLEX, RACEMI, Azure Migrate and ASR.
* Evaluate migration scenarios by using Azure Migrate - Discover and assess environment; identify workloads that can and cannot be deployed; identify ports to open; identify changes to network; identify if target environment is supported; setup domain accounts and credentials.
* Migrate servers to Azure - Migrate by using Azure Site Recovery (ASR); migrate using P2V; configure storage; create a backup vault; prepare source and target environments; backup and restore data; deploy Azure Site Recovery (ASR) agent; prepare virtual network.
* Implement solutions that use virtual machines (VM) - Provision VMs; create ARM templates; configure Azure Disk Encryption for VMs.
* Ensure all the workloads that migrated and cutover have all the parameter configurations.
* Analyzing source server configuration and creating bundle reports for tiered application/servers for migration.
* Support VMware infrastructure environment that has virtual machines across distributed development, test and production environments.
* Create Virtual Machines as per user requirement using JSON and VMware templates.
* Educate customers of all size on the value proposition of managed services on Azure, and participate in architectural discussions to ensure solutions are designed for successful deployment in the cloud.
* Troubleshoot and identify performance, connectivity and other issues for the applications hosted in Azure platform.
* Creating and managing user accounts and the groups in Active Directory users and computers. Support problems related to user accounts, domain accounts and managing permissions.
* Troubleshooting Host and VM level issues.
* Perform maintenance actions on Cisco UCS hardware.
* Customized OS according to hardware compatibility.
* Manage day to day operations includes troubleshooting, Windows patching.
* Deployed and Managed Ctera cloud file share solution replacing the NetApp physical storage solution.
* File share servers migration form on-premises to cloud servers.
* Managed VMware VDI platform and troubleshooting.
* Built an environment on the VxRail Hardware. Maintain the environment and upgrade yearly.
* Host upgrades, OS upgrades, and hardware\firmware upgrades.
* Currently, working on Azure Migration from VMware. Working on ASR and Workload Migrations.
* OMS configurations, patching and backup on the Azure Cloud Services.
* Azure networking and NSG Rules implementation.
* Working as Cloud Administrator on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
* Extract the client's complete business requirements independently for the specific process area(s) by interacting closely with the client/ business users.
* Directly responsible for Implementation, Integration & DC Infrastructure readiness.
* Initiate kick off meetings with client, business, IT to understand deliverables, costs and project feasibility.
* Involved in the project plan, management and implementation.
* Strong understanding of security mechanisms, experience in the determination of security vulnerabilities, weaknesses, threats and related risks that exists within an IT Infrastructure or business processes.

**Digital Terrain, Farmington, MI**

**Systems Administrator June 2014 to November 2015**

**Responsibilities**:

* Responsible for the installation, configuration and support of VMware vSphere and the daily management/monitoring of the virtual environment.
* Engineered and migrated 1000+ Windows/Linux Servers from physical to virtual (P2V) migration and Virtual to Virtual (V2V) migration using VMware converter 4.3/5.0, PlateSpin, DoubleTake as part of a refresh project to consolidate the entire legacy windows environment.
* Application Migration from physical to virtual/virtual to virtual platform.
* Installed and configured several hundred Windows Server 2008/2012 Servers in both Physical Blade and VMware ESXi Virtual Environment residing on CISCO UCS/HP C-7000 Blades as required for UAT/Production.
* Work with DNS & Load Balancing team to release the unused IP's & VIP's post migration.
* Proposing application team to move on Virtualized environment to keep down HAVC cost.
* Moving to new technology rack server to cut down on HAVC cost.
* Experience with migrations which need Zero Outage OR Near Zero Outage.
* Planning for Lift & Ship Migration methods.
* Working with Application Team to make them understand the move methods and understanding the risk.
* Tracking the Lift and Ship move method end to end which is the most time-consuming process.
* Supporting the post migration issues promptly and trying to avoid any financial loss.
* Project coordinator for Migration of Clarion to VMAX
* Assessment, design and Implementation on the vSphere Upgrade, 200+ ESXi hosts upgraded from VMware ESX 4.0 to ESXi 4.1.1 and ESXi 4.1 to ESXi 5.0/5.1/5.5.
* Configure, build, maintain and upgrade 800+ DL380, DL580 g6/g7/g8 HP rack servers
* Active Directory user and security group creation in AD, create shares and designate permissions for specific groups.
* Configure and maintain Host Profiles, Distributed Switch, DRS, vMotion, Sv-Motion, Resource pools, permissions, Patches, Snapshots, Tools Upgrade, disk expansions, and Templates.
* Administering Windows 2003/2008 Active Directory, DNS, DHCP, WINS and building new windows physical/virtual servers as per the requirement of the project.
* Windows OS build, IP Configurations, Domain Builds, Active Directory Site Builds and Support & Administration.
* Build, configure and deploy VMs and Templates and cloning Virtual Machines.
* Build, Deployed and Configured VMware Guests with Windows 2008 and Windows 2003 Servers.
* Implemented resource pools to divide the VM’s according to their resource requirements.
* Responsible for creating, configuring and applying the Host Profile to specific hosts.
* Develop, test, and maintain a Disaster recovery plan for critical VMs an application data
* Supporting the windows server for various customers in shift basis.
* Ensuring the Network Infrastructure is up and running.
* Creation of templates from VMs and Creation of VMs from templates

**Digital Terrain, Farmington, MI**

**VMware/Windows Systems Administrator January 2013 to May 2014**

**Responsibilities**:

* Administrated server consolidation program through use of VMware ESX server and VMware Virtual Center, using Virtual Center, ESX, creating VMs, using/building VM templates and customization files, and scheduling tasks
* Installed VMware ESX server 5.0/5.1 and created virtual machines on ESX Servers
* Configuring HA/DRS related advanced configuration settings per VMware Best practices
* Configuring VMFS based storage in virtual center
* Configuring virtual networking related security, traffic shaping and load balancing policies
* Worked Cisco Nexus 1000V in vSphere environment.
* Created standard templates and deployed virtual machines from these templates
* Involved in operational support of Active Directory, WINS, DNS, and AD enabled applications.
* Experience in configuring and setting up HP ILO for physical HP servers.
* Upgraded 100+ ESX hosts from ESX 4.0 to ESX 5.0 using VMware Update Manager tool.
* VMAX and VNX storage system Implementation and administration in VMware environment.
* Installing vSphere 5.0/5.1 on half blade and full blade servers on Cisco UCS
* VNX Block Storage Provisioning and Management and integration with vSphere
* Cisco UCS integrations with Cisco Nexus 5548 for LAN and Cisco MDS for SAN
* Experienced deploying VMs using VMware templates.
* Installation of vCenter server and Configuring ESXi - hosts within the cluster using vMotion and HA.
* Providing and maintaining user access in VMware virtual Center, configuring mail alert for any failure in HA, DRS, CPU and memory
* Creating and configuring Standard Switch (vSwitch), VM Kernel Ports, VM ports, Service console ports and NIC teaming through vCenter Server.
* VNX Block Storage Provisioning and Management and integration with vSphere
* Manage security groups and user and computer account permissions for 2000+ users
* Backup administration using Symantec Backup Exec and Symantec NetBackup.
* Performed data center Migration & Maintained data center Environment
* Conduct Windows server implementation, migration and patching as needed to ensure minimal service impact.
* Administered user accounts, domain accounts, administrative rights, security, and distribution groups with Active Directory.