Abdul Salam Shaik

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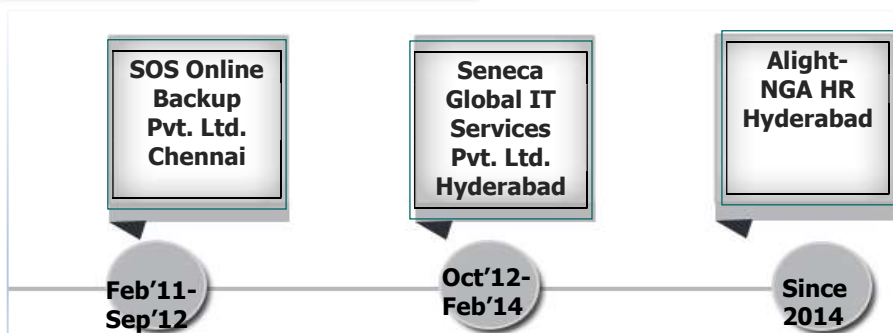
👤 Profile Summary

Over **11 years of** experience in the management of **IT-Infrastructure, IT Operations, IT Security, Identity and Access Management, Application Support**

- Leading IT position to provide **IT Support** in all with proven capabilities of partnering closely with business leaders & vendors for achieving higher levels of efficiency and effectiveness
- Hands-on experience in managing the functions related to Identity and Access Management using SSO (ForgeRock & Azure AD, Azure (Azure B2C, Azure Data Service), supporting Middleware applications using (IIS & WebLogic middleware/transformation products)
- Executed strategically focused plans for combatting critical challenges in IT Infrastructure and received appreciation for the same
- Led efforts in designing, creating and maintaining IT services and steering the development of a reliable IT service to improve the client's existing IT service infrastructure
- Leveraging all-round expertise for driving impact & results in IT Operations with innate capabilities of turning innovative ideas into world-class solutions
- Aligned IT with business strategy, designed and drove large and complex business-IT solutions and translated complex business requirements into innovative technology solutions
- Experience in managing Data Center Operations, Software as services, platform as service, Infrastructure as Services, Cloud Services (AWS)
- In-depth technical knowledge of Virtual Infrastructure
- Supervising customer services operations for rendering and achieving quality services and ensuring adherence to SLA & monthly tracking and review of it
- Skilled in monitoring the ongoing provisioning of server and storage capacity for production and staging environments, day-to-day administration, incident management of associated data center server infrastructure across multiple co-locations
- Skilled in leading & motivating individuals to maximize levels of productivity; a **customer-centric professional** and knack for motivating a large workforce for exceeding customer expectations in the delivery of committed services
- Create and implement various IT policies & procedures
- Closely work on application changes and implement
- Track & Timely Services renewals with vendors

🎓 Education

📅 **2016:** Postgraduate (M.SC. IT) from Acharya Nagarjuna University

📅 Career Timeline

SOS Online Backup Pvt. Ltd. Chennai	Seneca Global IT Services Pvt. Ltd. Hyderabad	Alight-NGA HR Hyderabad
Feb'11-Sep'12	Oct'12-Feb'14	Since 2014

Core Competencies

- IT-Infrastructure Management
- Identity and Access Management
- Operations Manager
- SLA Management
- Data Center Operations
- Change/Incident Management
- Cross-functional Coordination
- Team Building & Leadership
- Cloud Service Implementation
- SAP Cloud SSO Configuration
- Project Execution

⚙ IT Skills

- **Single Sign-**On: ForgeRock, Azure AD, Azure (Azure B2C, Azure Data Service), SAML2.0, OAUTH
- **Web Servers:** Internet Information Services 6.0 & 7.0, Apache
- **Database**: Azure SQL, My SQL (ADFS for reporting)
- **Application Servers:** WebLogic 11g &12c
- **Ticketing Tools:** Service Now

📼 Professional Experience

Feb'14 to Till Date
Alight-NGA HR, Hyderabad
Growth Path:

2014: System Administrator Analyst
2016: Senior System Analyst
2021: Associate Manager
Key Result Areas:
- Interacting with the client's Business and IT teams to gather, define, clarify and refine requirements; guided the architecture and design of applications
- Leading large-scale business application architecture and design efforts; developed and maintained application architectures for various business functional areas; resolved integration and interface issues between various applications or systems with a focus on optimizing application performance and scalability
- Aligning architecture to business strategy to deliver structured, efficient, sustainable, and adaptable IT solutions in line with the business need
- Reviewed internal client company data such as financial statements, payroll information, or existing computer systems
- Liaising with project teams to analyze requirements and execute projects related to Identity and access management
- Creating & sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members

Highlights:

- Administering:
  - Single Sign-On (SSO) using the AzureAD, Azure (Azure B2C, Azure Data Service) and ForgeRock
  - Third-party application integration by using SAML 2.0 Federated Single Sign-On by using the Federation
  - Knowledge of working with ADFS, OKTA, and SAP cloud SSO configuration
  - Installation and Configuration of Security Tools like Observe IT, Nessus and SIEM tool (Qradar) ForgeRock AM and DJ servers

Oct'12 to Feb'14
As System Administrator with Seneca Global IT Services Pvt. Ltd., Hyderabad
Role:
IIS 6.0 & 7.0
- Installed and Monitored Web Applications on Preproduction & Production servers using the SCOM monitoring tool
- Deployed applications using SDL Tridion Content Porter and Manually
- Administered the Queue on Tridion Content manager
- Accelerated the production deployment notification for deploying the new applications and packages
- Assisted the escalated application issues and work with the developer to fix the issues
- Escalated the scheduled database backup jobs

Feb'11 to Sep'12
As System Administrator with SOS Online Backup Pvt. Ltd., Chennai
Role:
(IIS 6.0 & 7.0)
- Installed and Monitored Web Applications on Preproduction & Production servers
- Deployed applications using PowerShell scripts
- Troubleshoot issues in the Application process
- Analyzed performance issues in Event Viewer & IIS logs
- Used SQL queries (2005 & 2008) to resolve the Application issues

(Dell NX & MD Storage)
- Engineered the virtual hard disk connecting from NX storage to MD Storage using ISCSI Initiator
- Troubleshoot the server and storage systems issues
- Coordinated with Data-center for Storage issues
- Tracked storage space & change the live drives in the server for Client backup using SQL queries
- Monitored the manual backup & recovery of client data using SOS backup & recovery tool