**Resume**

**Name:** Sayeed Wahid Ali **Qualification:** B.E. (E&TC)

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**Career Objective**

To secure a promising position that offers both a challenge and a good opportunity for growth in

a team-oriented environment.

**Professional experience**

**Company Name:** HCL Technologies  
**Designation:**  Process Analyst (Technical)  
**Duration:** Since May 2018 to till date

**My Responsibilities (HCL)**

* In HCL my responsibilities are related to L2 Technical support and Administration.
* Providing support on office 365 applications like OneDrive, outlook, skype, TEAMS etc.
* Linux and Windows System Administration.
* Linux User administration, Package installation through YUM, creating managing partition etc.
* Upgrading the packages through YUM install.
* Managing users through Active directory and IAM portal.
* Handling Virtual machines through vSphere.
* Creating, Deleting VMs through VMware.
* Remotely providing assistance.
* Working on outage tickets coordinating with the L3 support Team.
* Creating, deleting and managing EC2 instances using Amazon Images (Linux, Windows).
* Good knowledge of VPC, Subnet, Elastic load balancer, Auto scaling, IAM in AWS, S3 Bucket, Lambda etc.
* Creating deleting managing users on AWS console.
* Good Knowledge of AWS console.
* Worked on ticketing tool ServiceNow and Remedy.
* RDP Tool Putty & Github.

**Environment: -** Red hat 6,7 & 8 , AWS console, Active Directory, vSphere, IAM portal, Red hat ANSIBLE. Remedy, ServiceNow. RDP tool Putty and GitHub

**Company Name:** Gallagher Service Centre LLP (GSC)  
**Designation:**  Senior Process Analyst  
**Duration:** Since Oct 2014 to May 2018

**My Responsibilities (Gallagher)**

* We receive the task for Policy issuance from underwriter.
* After receiving the task, we generate the submission in our application.
* We issue the policy and deliver it to the end retailer.
* Monthly presentation on performance and analysis of team.
* Responsible for sending the daily report of team productivity and quality to the manager.
* Coordinating training for new Joiners.
* Making daily, weekly and monthly reports.
* Attending weekly and monthly meeting and presenting process related updates.
* Achieving monthly target.

**Achievements**

* Completed certification **RHCSA (Red hat) and AWS CLOUD ARCHITECT (Associate)**
* Received four times Alpine award which is given in a quarter to employee with highest productivity and 100% Quality.
* Received Alpine for the Quarter 2 in 2015 Quarter 3 of 2015 and Quarter 2 of 2016 Quarter 2 of 2017.
* Received two spot award.
* Helped team to improve their productivity and quality.
* Received Appreciations from clients.
* Submitted 30 kaizen which helped in improving the process.
* In HCL Highest CSAT for the month October , November and December.
* Awarded for consistent performer in the team.
* Received appreciation from the client for highest volume taker.
* Topped the chart for consistent month.

**Technical and Personal Skills**

* Good communication.
* AWS Console, RedHat 6 7 and 8.
* Basic Knowledge of Excel and MS word.
* L1 Troubleshooting and L2 technical support
* Hardworking, diligent, Punctual.

**Educational background**

* B.E. in Electronics and telecommunication.
* Graduate from Anjuman college of Engineering technology Nagpur.

**Personal Details**

Date of birth : 3rd Dec

Gender : Male

Marital status : Married

Languages : English, Hindi, Marathi,