



KHWAJA IMRAN

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Nationality : Indian Citizen & Australian Permanent Resident

Career Objectives

To become part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, High level Design, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

Executive Summary

10 years of total IT Experience with vast exposure to IT Infrastructure Management space. Domain expertise on Oracle & UNIX platforms and successfully managed multiple projects involving Implementation and production support. Having extensive subject matter expertise in Datacenter Management, IT Infrastructure planning (Database, Server & Network Management), IT Services Management (ITSM), methods, processes, strategic technology and developing cost effective solutions to meet customer / business requirements. Planning, Technology & People Management, Oracle Database Administration on UNIX & NT systems. Have very good exposure to Network & System Administrations (Both Unix and Windows).

Strengths include standardizing multi facet operational procedures and effective People Management. Delivered USD 500K Business impact projects using Lean and Six Sigma methodologies.

Education & Qualifications

- ❖ **Executive MBA (Majors: Systems & General Management)**
Kuvempu University, India
- ❖ **Master of Science (Majors: Information Technology)**
Sikkim Manipal University of Health, Medical & Technological Sciences, India
- ❖ **Bachelor of Science (Majors: Computer Science)**
Osmania University, India

Technical & IT Management Certifications:

- ❖ PMP Certified (Project Management Professional)
- ❖ ITIL V3 Certified (Foundation Certificate in IT Service Management)
- ❖ Oracle Certified Professional (OCP - Oracle 9i & 10g DBA)
- ❖ HP Certified System Administrator (HPCSA - HP Ux)
- ❖ Microsoft Certified Systems Engineer (MCSE)
- ❖ Cisco Certified Network Associate (CCNA)

Employment History

Hussein Bakry Gazzaz & Co (February 2011 - Till Date) as IT Manager

(Hussein Bakry Gazzaz & Co is one of the most respected & leading luxury retail businesses in the Middle East particularly in Saudi Arabia. Headquartered in the Jeddah, Kingdom of Saudi Arabia, Gazzaz operates showrooms throughout the Kingdom.)

Responsibilities: Currently working as IT Manager & Head of IT Operations at Gazzaz, reporting directly to Chief Operating Officer and managing a team of DBA's, System Administrators & IT Support Engineers. Leading a major business transformation at Gazzaz & its subsidiaries. This includes the implementation of Oracle ERP and the development of new business models.

Directing & Managing the IT functions and activities in the company through the development of IT Strategies, Objectives and Policies, as well as monitoring the implementation of IT systems in order to ensure the provision of reliable, secure, high performance, cost effective IT services. Responsible for technology operations & data management. Operate a heavily outsourced environment with significant vendor management accountabilities. Responsible for the day-to-day operations of the IT Support Team that includes assigning tasks, prioritizing work, resource management & resolving staff issues. One of my primary responsibilities also includes, managing a team of DBAs supporting mission-critical Oracle, Microsoft SQL Server & Oracle E-Business Suite databases.

- Lead a team of about 30+ IT Professionals from Oracle Applications, DBA, Infrastructure, Network & Security disciplines.
- Deliver cost-effective IT service & target 99.9% systems availability with agreed SLA's.
- Develop & Implement IT Strategy in line with corporate strategy.
- Responsible for managing all Business Applications, POS & Oracle ERP functionality.
- Responsible for managing & supporting the core IT Infrastructure Systems including Servers, Networks & Data Center Operations
- Responsible for asset management, network & desktop support operations.
- Maintain the availability, reliability and functionality of IT Systems through proactive monitoring of System Availability, Response times, Packet Loss, CPU Utilisation, Memory Utilisation, Disk Utilisation, UNIX & Windows Service Monitoring, Event Log Rules & SNMP Traps.
- Develop strategic plans & implement the objectives of the IT needs of the company to ensure the computing capabilities are responsive to the needs of the company's growth & objectives.
- Develop & Maintain IT budget & facility budget; IT Purchasing & Budget Management; Working with the FD to set budgets.
- Develop & establish operating policies, ITIL practices, internal controls & best practice approaches for computing and IT systems/services; Evaluate overall operations of computing and IT functions & recommend enhancements.
- Work with the Chief Operating Officer & Finance Director as the IT Steering Committee providing advice on developments. Advise senior management on strategic systems conversions, integrations in support of business goals & objectives.
- Review and approve major contracts for computing, IT services & equipment; Ensure the security of the information systems, communication lines & IT equipment.
- Responsible for the development, review & certification of all back-up and Disaster Recovery Procedures & Plans. Management of all IT Backup & Business Continuity Planning (BCP).
- Identify emerging technologies to be assimilated, integrated, and introduced within the company.
- Resource management activities including recruitment, appraisals & work load management of IT resources.
- Responsible for Vendor relationship management across server & network infrastructure; Manage all IT vendor & outsourcing relationships in line with global policy, including contract / cost negotiation and Service Level Management.
- Provision of pro-active IT solutions in support of Business Process Improvements.
- Management of mobile & fixed line telecoms including company-wide upgrades; Management of all Helpdesk activities and Service improvement efforts.
- Provide business & financial justification for system upgrades and enhancements.

I also held the additional responsibility of IT Project Manager where in I was actively involved & spearheaded the implementation of Oracle ERP, OBIEE & FrontRange Service Desk IT Service Management Suite. Below were some of my key accountabilities:

- Head the Oracle ERP practice at Gazzaz & to manage, lead and supervise the Oracle ERP Applications team. To make sure that they meet the Oracle Project deadlines/goals. This includes the implementation of Oracle ERP & the development of Oracle Applications.
- End-to-End responsibility for database, storage, UNIX, backup operations & projects.
- Responsible for Oracle Technology Operations & Data Management.
- Review & assign new incoming requests to resources.
- Produce daily, weekly and monthly reports on volume, SLA's and OLA's.
- Perform Spot checks on incidents and Service requests for review.
- Arrange meetings with Business Process Owners, Top Management & with project partners.
- Attend weekly resourcing meetings and help manage and balance the workload of the team.
- Act as escalation on major issues in conjunction with the IT Coordinator & Business Process Owners.
- Manage hour's balances in conjunction with the IT Coordinator.
- Attend business support meetings with functional consultant when required.
- End-to-End Project Management starting from project planning till closure, where execution takes most of the effort hours managing IT projects.
 - ✓ Project Initiation (Initiate kick off meeting, identify stakeholders & procurement)
 - ✓ Resource Management (Resource allocation & managing resources of project team)
 - ✓ Planning (Developing project plan while taking TSD as scope document with timelines & risks)
 - ✓ Execution (Manage project delivery & execute project plan as per the schedule)
 - ✓ Control (Periodic review with Functional, Account & Business Process Owners on projects & monitoring its progress accordingly)
 - ✓ Change Management (Plan/Schedule a change, working on approvals, attending CCRB meeting & making sure it's implemented accordingly)
 - ✓ Communication Management (Ensure clear communications, periodic project status reports, scheduling meetings, sharing minutes, stakeholder management & other project communication documents)
 - ✓ Project Closure (Preparing Completion Acceptance Report {CAR}, taking Business approvals & closing the same)

Wells Fargo India Solutions (March 2009 - January 2011) as DBA Operations Manager

(Wells Fargo India Solutions is the wholly owned subsidiary of Wells Fargo Bank having its Technology & Development Centre in India. Wells Fargo Bank is a US based bank headquartered at San Francisco, USA)

Responsibilities: As a DBA Operations Manager, I was responsible for managing the Production DBA Operations in the capacity of DBA Lead for Wells Fargo ISG Enterprise IT Management. Responsible for implementation and effective management/functioning of the world class DBA & IT Infrastructure Operations and services for ISG and responsibilities for supporting WWW Database & IT Infrastructure Services. Have been the Change Control Facilitator for the group. As Lead DBA in the Internet Services Group handled the deployment for Bill Pay, Online Payments, Alerts, WWW, Fraud Prevention (SIMS), Transfer Scheduling System & vSafe for the Internet Services Group worked on Oracle 9i, 10g & 11g systems performing both batch processing and OLTP. VLDB (3 TB)

Managerial Responsibilities:

- Team size of 18 members. Responsible for Performance Management & Delivery.
- Incident Management, Problem Management, Change Management
- Drive incident improvement projects and support teams to define problem statements, identify corrective action plans, and deliver improvements to reduce aging incident tickets volumes, issues reoccurrences, and time to restore across all IT incident severities.
- Lead Process Improvement.
- Lead / Participate in projects to improve the Incident/Problem/Change process and drive Standard Operating Procedures and process reviews.
- Been the Single Point of Escalation for ISG Database & IT Infrastructure Services.

- Managing Offshore DBA team providing Comprehensive Database Management & Production Support. Act as a single point of contact for tracking, driving, escalating, coordinating & communicating the resolution of DB issues. Maintain & Document the DBA support strategy. Manage & Maintain DBA service levels, workflow process, work tickets & service metrics.
- Ensure Change, Incident & Problem Management processes are adhered to.
- To deliver quality services based on best practices of project management & technical expertise within the guidelines of ITIL.
- Lead the DBA support & Deployment of Database changes from Wells Fargo India ISG. Act on Prod/Pre-Prod DB environment capacity requirements to implement capacity/performance enhancements to the Prod/Pre-Prod DB environments. Participate in the design, testing, implementation, maintenance and control of the ISG's physical databases.

Technical Responsibilities:

- Day-to-Day support on general DBA activities like Proactive Health Check & Monitoring of databases, DB Backup/Recovery & Troubleshoot DB Environment Problems.
- Administration of mission critical 24x7 databases on Oracle 10g Real Application Cluster.
- Administered & implemented Data Guard configuration on mission critical databases.
- Work with Change Management Release Engineers to install Database changes during the outage window.
- Leads the deployment of Database changes for the WFIS-ISG projects in the Database Management Services Group.
- Participates in the design, testing, implementation, maintenance and control of the QA group's physical databases.
- Responsible for end-to-end migration & conversion of the databases from legacy Wachovia to Wells Fargo.
- Handling Oracle Database Administration activities like: Database Migrations, Database Upgrades, Database Re-Org, Installations, Cloning, Patching, Code Movements, Shell Scripting, Performance Tuning, Database Backup/Recovery, and Proactive Health Check of databases. Also works on change requests related to Creating DBs, Schemas, Refreshing DBs, Move DBs, Logical Backups, Deploy to Unix/Linux, Shell Scripting, Partitioning Concepts, Roles & Grants and Clearcase.

Genpact India (January 2005 - February 2009) as Associate Consultant / IT Team Lead

(A leading services company delivering IT services to multinational companies/clients. Formerly GE Capital International Services)

Responsibilities: GE Corporate - Operations Intelligence Center & CIS Shared Oracle DBA Team is the high availability team of GE Corporate Business to maintain GE Corporate-GTS IT Infrastructure. It is the global IT command center for all the GE business. It is one of the primary environments in GE Corporate is the Shared IT Services, which caters to the entire GE's 350 thousand employees. It has around 2500 odd mission critical down streams accessed by GE Global Employees. Other critical Application environments here are the Shared Sourcing Services (SSS) & Oracle HR (OHR). CIS Shared Oracle DBA group defines its mission as ensuring the secure collection and storage of GE corporate data; making data available to the greater GE community in a secure manner; restoring all databases, while retaining full data integrity, to alternate systems in the event of a disaster or catastrophe; and managing all databases and related systems using the most current software and best practices in a secure, conservative manner.

As Team Lead for GE Corporate - IT Infrastructure Management was responsible for the following:

- Responsible for Handling the 24X7 Operations & managing various new Projects of the Data Center.
- Responsible for handling the Data Center Technical & Operations team
- Responsible for Migration of GE Capital databases from Oracle9i to Oracle10g
- Responsible for implementation of RAC for GE Corporate Audit Services (CAS)

- Responsible for delivery of technical architecture designs and roadmaps for supporting business, applications such as ERP, Database, server computing, server OS, storage, monitoring, middleware, SAP architectures, and hosting models.
- **Primary DBA for 35 databases**, handling various alerts, backups, refreshes, migrations, loads, routine checks, tuning and recommending new features / upgrades.
- Supported more than **250+ Prod/Test/Dev database** for different application running in GE Corporate on Oracle 9.0/9.2 with Sun Solaris 8, Linux & NT boxes.
- Provided **Oncall DBA 24x7** weekly support to the entire Oracle environment in CIS resolving production database issues over bridge calls.
- Migrated & Supported **15+ databases to Veritas Cluster HA** environment. **Upgraded 30+ databases** from 8.x, 8i to 9.2.0.2, 9.2.0.4 and 9.2.0.5.
- Also working on Migration of databases from **Solaris to Linux**.
- Handling DWH Load failures & performance issues providing RCA driven solutions, database tuning, SQL Tuning using Statspack, Explain Plan & Tkprof etc.
- Day to day support on general DBA activities like **Patching, Cloning, Refreshing**, Load testing support on weekly basis etc.
- Migration of Databases from **Solaris to Linux**.
- Initiated the "Ops Excel Project" along with CIS Management and was one of the three members who are presently working on **proactively tuning & standardize** all applications at machine, database & SQL level and recommend necessary enhancements/upgrades.
- Customer interaction / interface both face to face (Onsite in UK & USA) & offshore.
- Making strategies for taking on more challenges on the project. Successfully did the Oncall DBA duty for offshore, 24x7 Support, Offshore Primary DBA role

Achievements:

- Six Sigma Green Belt Certified: I have done my Green Belt project on "ITG Kintana Work Flow" for process improvements in Change Management, Problem Management & Incident Management. Methodology used: **DMAIC (Define, Measure, Analyze, Improve, Control)**
- Lean projects: I have successfully completed the following Lean Projects.
 - ✓ **Lean Project 1 (Training Plan):** Created, consolidated and implemented Training plan for Junior DBA's. Reduced the training span to 3 weeks as compared to 7 weeks training plan earlier. Lean Methodology used: MUDA.
 - ✓ **Lean Project 2 (DB Inventory Portal):** Consolidated, created SOPs for various processes and help client manage them all at standard location. Lean Methodology used: 5S.
 - ✓ **Lean Project 3 (Process Automation):** Have completely automated the scheduled jobs like the daily database backups, pushing the backup data to tapes, purge jobs, database level statistics & DWH Loads using CA Autosys Job Scheduling tool. Lean Methodology used: 5S.

Intec Group (India) Ltd (February 2004 - January 2005) as Junior DBA / Oracle DBA

(Intec Group (India) Ltd. is Software Development Company with support centers established in Bahrain & Texas. Company is into Enterprise Software, Database, Intranet Product Development Enterprise wide Solutions & Network Solutions)

Responsibilities: Being a Junior Database Administrator, responsible for installation & administration of Oracle Database and its tools on various Operating Systems, such as UNIX. The role also includes installation of Operating Systems. I was responsible for monitoring production & development environment and also responsible for upgradation. I was also involved in physical design and implementing the database, including memory and disk space allocation, logical database design including creation and sizing of logical storage structures such as tablespaces, tables and indexes.

- Analysis the system and developed design model of proposed database
- Create the database and configured it according the requirement
- Creating tablespaces with appropriate options
- Analyzed space requirement for every tablespace

- Made solution for space management
- Creating database users and assigned required privileged
- Played a role in making of backup and recovery strategy
- Maintaining Backups every day & providing recovery whenever required.
- Migrating product from Microsoft SQL Server 7.0 (Initial Database) to ORACLE 8.1.7.
- Generating SQL Scripts for the Database every day and maintain the Version Control System (For keeping track of Changes Day wise).
- Creating Setup Application
- Developing stored procedures/ Triggers/ Tables in ORACLE / T-SQL as when the requirement comes.
- Creating and managing Jobs for Backups, Data transformation purposes.
- Converted product from SQL Server to ORACLE.
- Creating Application for Database version upgrade of the product.
- Installing product at remote sites through tools like Remote Admin/ VNC etc.
- Keeping close with Network Administrator for Software updates or applying patches.
- Handled all the problem of end users
- Attending CMMI for SE/SW/CMMI/IPPD/SS Training program and deploying the standards at work.
- Participating in the brain storming sessions for generating/ enhancing the requirements of the product in terms of Back-end activity.

Indo-American Professional Education Network (September 2000 - February 2004) as IT Support Engineer

(An online & executive education provider with 5 branches all across the country connected through a VPN link. There are 5000+ students and 170+ staff. IT department consists of 19 staff)

Responsibilities: As an IT Support Engineer responsible for managing the internal IT Infrastructure & day to day IT related issues. My role was more of an IT Technician. Below are some of my duties.

- Installing and maintain windows 2000 Server & Windows 2003 server with Active Directory and creating Group Polices.
- Installations and Maintain of Desktop System along with different peripherals.
- Troubleshoot all networking problems to ensure minimum downtime & maximum availability.
- Responsible for trouble shooting of LAN problem & backup.
- Managing & configuring on client side thought Web Interface & outlook express.
- Assembling of new computer handling hardware and software related problem & operating systems.
- Handling LAN on switches & hubs through UTP.

Skills

Technical Proficiencies: Network & Systems Security, Backup & Restore Management, Disaster Recovery Planning, Data Integrity / Recovery, Contingency Planning, Research & Development, Risk Assessment.

- **Operating Systems:** Red Hat Linux 8.0/9.0, Red Hat Advanced Server 2.1/3.0, Sun Solaris 8/9/10, HP-UX 11
- **Networking:** TCP/IP, IPX/SPX, and Ethernet
- **Platforms:** RHEL 4 & 5, Red Hat Linux 8.0/9.0, Red Hat Advanced Server 2.1/3.0, Sun Solaris 8/9, HP-UX 11, Windows 2000/ 2003/NT/XP/9x/2008

Product Expertise

Servers : IBM X-Series 335,360,225 / Compaq / Sun E250, E15K
 Databases : Oracle 9i, Oracle 10g, Oracle 11g
 Cisco : Routers 2500/3600 series, Switches 1900/2950/6500, Catalyst/Enterprising
 Modems : Multi tech, PCMCIA, ISDN Adapter, CSU/DSU, V.35, G.703, V.90 (Auxillary)
 Software Cisco : Cisco IOS Version 12.0

Network Protocols : TCP/IP, IPX/SPX
Routing Protocols : RIP, IGRP, EIGRP, BGP & OSPF
WAN Protocols : HDLC, PPP & FRAME RELAY
Network OS : RHEL 4 & 5, Red Hat Linux 8.0/9.0, Red Hat Advanced Server 2.1/3.0,
Sun Solaris 8/9/10, HP-UX 11, Windows NT/2K, Windows 2003/2008
Client OS : Windows 95, 98, XP, Vista, & 7

Personal Details

Date of Birth : 4th June, 1982
Languages Known : English, Hindi, Urdu & Telugu
Marital Status : Married & Have one Kid (Baby Girl)

Reference : **Available on request**