Md Zainul Abedin
Technical Consultant

▪ E-mail address mdzainulecengg@gmail.com ▪ +91 9342891789 ▪ linkedin.com/in/md-zainul-abedin-ba535973

CAREER SUMMARY

Experience	ITIL 4 certified and Microsoft Azure certified Technical Consultant with 10+ years of experience in industrial software, healthcare, cloud computing, marketing, finance, e-commerce, and marketplaces
Summary	Dedicated professional with expertise in **Acronis, Azure NetApp**, and **Dell EMC Networker with Data Domain**, **Metallic**, Part of an elite team of top IT engineers specializing in the urgent resolution of backup and recovery issues for priority B2B EMEA clients. Skilled in gathering and analyzing diverse software logs, ensuring client retention, and fostering strong business relationships

PROFESSIONAL EXPERIENCE

TCS Ltd.   Location (Hyderabad)
Technical Consultant   17/06/2024 – Till date

Technologies: Azure NetApp and Commvault Metallic (SaaS)
- Leading **cloud integration, data management, collaboration, and security** initiatives in enterprise environments and adept at incident analysis, RCA, and managing customer escalations across global enterprise environments.
- Delivered enterprise-level data protection using **Dell EMC Networker** and **Data Domain appliances**.
- Conducting **on-demand security assessments** and implementing backup/restore strategies to ensure data protection.
- Developed and executed a **Business Continuity and Disaster Recovery (BCDR) plan**, aligning with **RTO and RPO** objectives to minimize downtime and data loss.
- Monitoring and optimizing **cloud performance**, ensuring regulatory compliance and seamless operations.

Microland Ltd.   Location (Bangalore)
Senior Backup Administrator   17/10/2016 – 16/06/2024

Technologies: Backup/Recovery & tech
- Managed critical data recovery across on-premise and cloud environments, ensuring seamless business continuity.
- Conducted remote troubleshooting and software repair sessions, resolving complex backup/recovery issues.
- Led a team expansion from 1 to 7 members with zero attrition, mentoring team members for optimal performance.
- Provided enterprise-level support for Acronis Cyber Protect, serving over 5.5 million users globally.

Concentrix Ltd   Location (Bangalore)
Technical Service Associate   12/05/2015 – 22/08/2016
- Delivered endpoint troubleshooting and network configuration support to enterprise clients.
- Assisted in server installation, configuration, and maintenance.
- Collaborated with Lenovo as an IT Engineer, supporting enterprise hardware and software solutions.

AWARDS AND CERTIFICATION

- **Microsoft Certified:** Azure Fundamentals (AZ-900), Azure Administrator (AZ-104)
- **AWS:** Advanced Cloud Computing for Amazon Web Services
- **ITIL 4 Foundation Certified and IoT Fundamentals**
- **Awards:** CSAT Star, Best Performer CSAT, Best Troubleshooter

EDUCATION & ACCREDITATIONS

Bangalore university
- Electronics and Communication Engineering