

SAYED FURQUAN ALI



Highly skilled professional with a proven record in supporting all Windows versions, Linux Web Servers, and various web technologies, including desktop, network, and infrastructure support. Effective in managing Linux Web Servers from different hosting companies, handling tasks like mail servers, web space, domain name registration, and database administration. Seeking top-level opportunities in Team Building & Leadership, System Administration, Networking, and IT Infrastructure Management.

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Key Skills

Team Building & Leadership

GNU / Linux System Administration

Database Design & Security

Linux Server Migration

File System Management

User Management

Load / Logs Management

Profile Summary

Dynamic career of over 15+ years of experience that reflects rich experience and year-on-year success in People Leadership, System Administration & Networking across ISP & Web Hosting industries.

- **As a System Engineer**, I have maintained databases, distributed services and application servers. With day to day job involved working with abstractions for object stores, graph data, time series data, search, analytics & more.
- **Problem solver with a passion for technology**; deployed Nagios monitoring using custom monitors, maintaining and adjusting existing monitors and responding to generated requests.
- **Hands-on experience in facilitating** and management of Apache, Exim, servers including installation, maintenance and troubleshooting.
- Acknowledged **as Dynamic** quality leader, **Technical** Solution Provider and **Creative** Problem Solver with skills in delivering value to customers by understanding their needs and translating them to actionable items.
- **Have also partially** worked on Finagle, Storm, Tornado, PrestoDB which are extensively used at companies like Facebook, Twitter etc. **A forward thinking person** with strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate goals.

Career Timeline



Soft Skills



Communicator



Thinker



Collaborator



Innovator



Intuitive

Education

- **B.Com.** from Madhya Pradesh Bhoj (Open) University, Bhopal in 2008
- 12th from St. Francis D'Assisi Jr. College, Borivali (W), Mumbai in 1995
- 10th from St. Xaviers High School, Borivali (E), Mumbai in 1993



Certifications

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Professional (MCP)
- cPanel Certified Administrator (CPU)

Work Experience

MindWare
Desktop Support Engineer
<http://mweservices.in/>

Mar 21 – Nov 22

My day to day task included, taking and making calls to the clients pertaining to issues listed below:

- Address user tickets regarding hardware, software and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until an issue is resolved
- Record technical issues and solutions in logs
- Follow up with clients to ensure their systems are functional

Firstsource
Chat Process Agent
<https://www.firstsource.com>

Feb 19 – June 19

The said profile entrusted on me was to handle customer query and provide resolution to the same. In doing so I was also responsible for up selling and if for untoward reasons, the customer wanted to move away from the company, I had to convince him with all the available means and retain him

Inzane Labs Pvt. Ltd.
Product Manager (www.PagalGuy.com)

Nov'16 - April'18

Role:

As the saying goes, "Every thing happens for the best" and so it was. A meeting turning into an appointment as a "Product Manager" at India's biggest education portal PaGaLGuY. I understand the need for a great website that would not only increase sales, but also improve and enlarge clientele base.

With my expertise and skills, I have managed & launched hugely popular products for MBA community like PaGaLGuY Rankings, PG Connect, PG Apply, PG Scorecard etc., and within 2 months of implementing these products on the portal gave PaGaLGuY.com increase of 100% user base.

Engaging users online & managing communities is what I had started to love.

Claylogix, <https://www.claylogix.com/>
BPM Consultant / Team Lead & Consultant –
Product 'Aris' (Process Management Software)

Oct'15-Oct'16

Role:

- Headed a team of 6 tech., in every aspect of designing the IT architecture for the bank
- Rendered input to Vendor Product Manager to increase product improvement & efficiency
- Applied BPM tools to build customer-defined modules using Aris BPM software
- Performed consulting work with travel & remote work assignments
- Managed weekly time & expense entry on-time
- Delivered sound and scalable BPM solutions to the banking team
- Sent weekly status reports to senior management and/or customer(s) for their final approval
- Installed & deployed a Nagios server for the bank in year to monitor their internal networks and server uptime

Kryptos, Chennai, Tamil Nadu
Sr. Technology Specialist

Nov'12-Feb'14

Role:

- Rendered global Linux support to in-house clients
- Optimized Percona MySQL for effective management of 1000+ concurrent users
- Worked on high server load for MySQL database server related to Percona
- Established MySQL Replication Server for disaster management
- Provided Linux cPanel server support to escalated calls

Tecsys Solutions Pvt. Ltd., Nasik, Maharashtra
System Administrator

Mar'12-Oct'12

Role:

- Worked on Linux servers & systems for HostGator.com LLC
- Managed daily users & system logs of the servers
- Steered data back-up & disaster recovery operations
- Documented installation instructions as 2nd level of support
- Rendered technical support to clients via help desk tickets, e-mails, chat, phone and other related works

Spectranet [Class A ISP, New Delhi]
Sr. System Administrator

Aug'10-Feb'12

Role:

- Rendered support to customers on Linux Servers
- Worked on WHM / cPanel server administration with over 7 yrs. of experience
- Administered servers with varied flavors of Linux with partial scripting
- Installed Qmail / Zimbra / Nagios / Cisco Firewall

Neutralweb.com (Web Hosting Company), Mumbai
System Administrator

Oct'05-Jul'10

Co-Founder of Neutral Web - A global web hosting company that manages infrastructure and software to host websites for clients in over 18 countries. I used to handle the day to day operations of the company to ensure that it stays on the cutting edge of technology, as well as has an accelerated platform to grow.

Had to play various roles in the company, managing advertising and our affiliate programs, Often working the "late" shift, making sure affiliates get the right payments, and on time. Many a times looking after the deployment of the spam blocking solutions used on Neutral Web servers.

You could always find me buried in the backend of our systems, tinkering with settings...



Previous Experience

Spectranet (A Class ISP & Webhosting Company), New Delhi
Sr. System Admin.

Nov'04-Apr'05

Neutralweb.com (A Web Hosting Company), Mumbai
System Administrator

Oct'02-Oct'04

V2Infotech Inc., Mumbai
System Administrator

Oct'00-Sep'02

NET4India Ltd., Mumbai (A Class ISP & Webhosting Company, New Delhi)
System Executive

Jun'00-Sep'00

Pioneer Microsystem, Mumbai
Executive-Customer Support

Jul'99-May'00

IT Skills

Operating Systems: Cisco IOS (11.3/12.0) and Windows 2003/2000/8/10

Linux Flavors: Red Hat Linux, CentOS, cPanel Web Server Set-up & Administration Linux Samba Server Configuration, Linux GUI Firewall & Configuration Linux Squid Proxy Set-up, DNS Set-up & Maintenance and Linux Package Installation using RPM

Personal Details

Date of Birth: 10th May 1976

Address: Sai Complex, D / 701, Kandarpada, New Link Road, I.C. Colony Extension, Borivali(W) Mumbai

Languages Known: English, Urdu and Hindi