

SHAIKH FARHAN AHMED

SOC Analyst

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PROFESSIONAL EXPERIENCE:

Cloud Operations Engineer 12/2024 - Present

Vigilant Technologies Hyderabad

- Monitor cloud and on-premise infrastructure, ensuring optimal performance and uptime.
- Work with Cisco Intersight, VMware vCenter, Dell PowerStore, and other enterprise tools to pro actively monitor and escalate infrastructure related issues to the concerned teams.
- Serve as an L2 engineer, responding to alerts and issues escalated by the L1 team, and ensuring timely resolution.
- Coordinate with site teams and network teams to escalate and track issues until resolution.
- Ensure critical alerts are acknowledged and acted upon to maintain system stability.
- Perform proactive maintenance and improvements on monitoring tools to enhance system visibility and performance.
- Document troubleshooting steps, solutions, and best practices to improve operational efficiency.

Network Operations Center Analyst 12/2022 - 12/2024

Vigilant Technologies Hyderabad

- Experience with design, implementation and support of monitoring tools in a complex and multi-platform environment.
- Monitor and maintain environments across development, testing, UAT, production and pre-production stages.
- Setting up monitoring for server performance and availability in site24x7.
- Good experience in site24x7 integration with ticketing tools like servicenow, jira etc.
- Good understanding of alert management and logs for IT systems - servers, storage, network and databases etc.
- Fine-tune the monitoring solutions to ensure accurate incident reporting for the IT services teams.
- Experience with installing the monitoring agents on both Windows and linux systems.
- Able to monitor the cloud environments such as AWS, Azure, GCP with the help of site24x7 on premise poller.
- Define, implement, tweak monitoring, logging and uptime - making sure we know issues before the costumer does.
- Experience working closely with technical teams (i.e. Developers, Sys admins, DBA's and Cloud Engineers/Consultants).

CONTINUOUS LEARNINGS:



AWS Cloud:

- Good knowledge of AWS fundamentals and services, including IaaS, PaaS, and SaaS models.
- Experience in launching and managing Windows and Linux EC2 instances.
- Understanding of Auto Scaling groups and Elastic Load Balancers to ensure high availability and fault tolerance.
- Basic knowledge of AWS networking, including setting up VPCs, subnets, security groups, and network ACLs.
- Understanding of S3 for object storage and implementing versioning and lifecycle policies.
- Understanding of IAM roles, policies, and multi-factor authentication for securing AWS resources.

LINUX:

- Comfortable navigating and using Linux-based operating systems such as Ubuntu.
- Understanding of executing tasks using the terminal, including file navigation, file permissions, and package management using commands (e.g., cd, ls, chmod, apt/yum).

SKILLS

Cloud Platforms: AWS, Azure ·
Operating System: Windows, Linux ·
Monitoring Tools: Site24x7, Nagios ·
Ticketing Tools: Halo, ServiceNow, Jira ·
Cloud Operations · Problem Solving ·
Technical Ability

LANGUAGES

English	Intermediate	●●●●●
Hindi	Native	●●●●●
Arabic	Beginner	●●●●●
Urdu	Native	●●●●●

STRENGTHS

💎 Certification:
Certified Product Associate
Site24x7.

EDUCATION

B.S. Computer Science

Dr. Babasaheb Ambedkar
Marathwada Universtiy
07/2019 - 08/2022

HSC (XIth)

Maulana Azad College of Arts,
Science and Commerce.
06/2017 - 06/2019

SSC (Xth)

Model English High School
06/2012 - 05/2017