

ANAM FATIMA

IT Support Engineer

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AREA OF EXPERTISE

- **Operating Systems:** Windows Server, UNIX (Sun Solaris 10)
- **CRM Platforms:** Siebel Tools 7.8/8.0/8.1
- **Databases:** Oracle 9i/10g/11g – backups, tuning, migration
- **Languages:** Java, C, C++, HTML, ASP.NET, Python, SQL
- **Cloud & Virtualization:** AWS, Microsoft Azure, VMware, Hyper-V
- **Scripting:** PowerShell, Bash
- **Tools:** Remote Desktop, Active Directory, ITSM ticketing systems
- **Security:** Access management, patching, vulnerability assessments
- **Other:** System performance tuning, disaster recovery, user support

SOFT SKILLS

- Adaptability to Technologies & Project Requirements
- Independent Work & Task Management
- Risk-Taking & Responsibility
- Problem-Solving Skills
- Effective Communication & Collaboration

CERTIFICATIONS

- Certified Siebel 8.1 Administrator
- Oracle Certified Professional, Java SE 8 Programmer

LANGUAGES

- English : Professional
- Hindi : Fluent
- Urdu : Native
- Telugu : Fluent

PROFILE SUMMARY

Results-driven IT Support Engineer with over 3 years of experience in Siebel CRM support, IT infrastructure management, and database administration. Skilled in maintaining UNIX and Windows systems, resolving technical issues, and implementing security best practices. Certified in Siebel 8.1 Administration and Oracle Java SE 8. Committed to delivering reliable IT support and improving system performance and user experience.

PROFESSIONAL EXPERIENCE

Siebel Administrator / Software Developer

Aug 2014 – Apr 2016

Tata Consultancy Services – Client: GE Healthcare

India

- Administered and maintained Siebel CRM environments (7.8/8.1), ensuring seamless performance across development, testing, and production servers.
- Achieved 99.9% uptime through proactive server and database maintenance including scheduled backups, upgrades, and disaster recovery simulations.
- Led successful Siebel deployments and environment migrations, reducing deployment time by 20% through automated scripts and improved documentation.
- Collaborated with cross-functional teams for OS-level patching and database optimization, minimizing downtime by 30% and improving system reliability.
- Resolved over 95% of incident tickets within SLA timelines, ensuring continuous user support and minimal service disruption.
- Provided L2/L3 support for application and infrastructure issues, including root cause analysis, log analysis, and escalation handling.
- Optimized Siebel performance through configuration tuning and load balancing, resulting in a 25% improvement in client service delivery.
- Developed and maintained PowerShell and Bash scripts for automation of daily maintenance tasks, reducing manual workload by 40%.
- Ensured compliance with security standards by managing user access rights, monitoring audit logs, and applying critical patches regularly.
- Conducted knowledge transfer and training sessions for junior admins and new team members to promote operational consistency.
- Participated in infrastructure planning and implementation of test environments for QA, leading to better release management cycles.

VOLUNTEER EXPERIENCE

- Conducted technical workshops for rural high school and engineering students.
- Led electricity surveys and awareness programs in 5+ rural villages.
- Participated in cleanup campaigns and social outreach with TCS CSR teams.

EDUCATION

Bachelor of Technology (B.Tech) in Computer Science

Gayatri Vidhya Parishad College of Engineering

GPA: 89.90%

Dr. Besant English Medium High School

GPA: 86.00%