

# Zulfikar Riyazyddin

## IT Administrator

(4+ years of experience in system administrator, network, firewall, and backup)



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Dubai, UAE



Qualification / Institute	Period
<b>B.Sc. IT – Bachelor of Science in Information Technology</b> Himalayan university - India	March 2017
<b>HSC – Intermediate of Science</b> Board of Intermediate and Secondary Education Allahabad - India	June 2014

## Professional Experience

### IT Administrator

January 2021 – Till now

### Emirates India International Exchange LLC

Dubai, UAE

## Job Responsibilities

- Troubleshooting local network issues and mitigating the problems.
- Managing and troubleshooting hardware issues for network and computer devices.
- Support in capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Configuring, implementing, and monitoring IT solutions including Servers\Storage, etc.
- Configuring Firewall, NAT policy, site-to-site VPN tunnel, and SSL VPN Configuration.
- Manage Internet / Landlines & VPN connectivity for Head Office & all branches.
- Manage MPLS lines & integrate with external vendors. Manage IP telephony using Avaya IP office 500.
- Manage firewalls, policy creation, VPN configurations, IP mapping & guest network.
- Configuring\monitoring\troubleshooting site-to-site tunnels in SonicWALL firewall including NSA series.
- Manage security of LAN & WIFI using the cisco identity service engine.
- Resolving and configuring the end user technical and IT network issues provided by the daily operation and management.
- Manage communications & connection solutions, workstation connectivity, local area network, website, intranet & internet applications.
- Windows Server software (2008 R2, 2012 R2, 2016), Active Directory, Failover Clustering, Enterprise management tools (Remedy, BladeLogic), DNS, DHCP, Certificate Services, Active Directory.
- Manage Active Directory, DHCP, File Server, Application, Database, and Web Servers.
- The general responsibilities of Windows Administrator L2 roles include.
- Troubleshoot Install and Configure Windows Servers issues.
- Maintaining all local software and hardware licensing to ensure conformance.
- Maintaining server, upgrade, secure, system backups, and disaster recovery preparation.
- Manage all operating systems & end-user software and Data Backup from NAS Synology and Monitoring.
- Managing, maintaining, and updating onsite and customer site copiers, printers, and fax machines.
- Managing Office365, Data migration\Accounts management, and cloud-based Email services.
- Manage email security & security policy creation using Mimecast.
- Designing of in-house central Wi-Fi network along with guest internet access Management.
- Proficiency in NOC tools like Pulseway Manager.
- Member of NOC team; conducting day-to-day monitoring activities as part of proactive monitoring.
- Escalating\coordinating with external vendors for fixing hardware-related issues at the data center.
- Supporting in implementation and planning of deletions, additions, and major changes to support

- regional infrastructure.
- Recommend software and hardware solutions comprising upgrades and new acquisitions.
- Maintaining and secure passwords, file system security, and data integrity for the desktop environment.

## System administrator

N.K Bagrodia Global school

November 2017 – July 2020

New Delhi, India

### Job Responsibilities

- Configuring and implementing all IT solutions including LAN, WAN & Systems.
- Configuration of VMware and its troubleshooting.
- Install and configure software, hardware, and networks
- Computer Lab, Smart Class, Content Upgrade, and Module also
- Configuring of Microsoft Hyper V and Virtual Servers
- Provided the daily operation and management of the IT network and resolved user technical cases.
- Backup and restore using windows backup and other third-party applications.
- Configuring Sonic wall firewall, IPsec & SSL VPN

## IT Technical Support

HCL learning limited

April 2015 – Jun 2015

Noida, Delhi, India

### Job Responsibilities

- Troubleshooting local network issues and mitigating the problems.
- Managing and troubleshooting hardware issues for network and computer devices.
- Install and configure software, hardware, and networks
- Basic experience in Managing Sonic wall firewalls and other network security devices.
- Experience in Configuring Laptops, desktops & Servers.
- Monitor system performance and troubleshoot issues

### Technical Skills.

- Operating System: Windows, LINUX.
- Applications: Active Directory, group policy.
- Microsoft office 365 Administration.
- Virtualization: Windows Server 2012/2016 & Microsoft Hyper-V.
- Networking: CISCO, D-Link, LAN, WAN, Windows,
- Hardware: Trouble Shooting and managing hardware problems.
- Firewall Configurations, site-to-site VPN, VNC.
- Remote support for work from home.
- Pulseway Manager: Remote support & Antivirus

### Certificates

- Microsoft Certified Systems Administrator
- Cisco Certified Network Associate.

### Personal Details

<b>Date of Birth</b>	01 February 1996 (27 years old)
<b>Passport</b>	M6540357
<b>Nationality</b>	India
<b>Marital Status</b>	Single
<b>Languages</b>	English, Arabic, Urdu, Punjabi

