

Zulfikar Riyazuddin

IT Administrator

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

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Dubai, UAE



Technical Skills.

- Windows Server Administration (2008R2/2012R2/2016/2019) including setup, configuration.
- Active Directory & Group Policy Management.
- Microsoft Azure Active Directory (AAD) & Identity Management.
- Microsoft Office 365 & cPanel Email Administration and One drive google drive,
- Network Infrastructure (LAN, WAN, VLAN, VPN, DHCP, DNS).
- Enterprise Firewall Configuration & Security Policies (SonicWALL and Fortinet).
- IT Monitoring & Threat Detection (Graphus, Pulseway, NMS tools).
- Remote Desktop & IT Support (VNC, RDP, Pulseway, Zoom, Teams).
- Virtualization (VMware, Hyper-V).
- Veeam Backup, Windows Backup RAID, NAS, SAN Storage Management.
- Backup & Disaster Recovery Planning.
- Endpoint Security & Patch Management.
- Microsoft Defender, webroot McAfee, ESET
- IT Asset & License Management.

IT Administrator

Emirates India International Exchange LLC

January 2021 –July 2024

Dubai, UAE

Job Responsibilities

- Troubleshooting local network issues and mitigating the problems.
- Install and configure software and hardware. Troubleshoot issues and outages.
- Managing and troubleshooting hardware issues for network and computer devices.
- 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 from Head Office to all branches.
- Manage MPLS lines & integrate with external vendors.
- Manage and Configured Grand stream IP telephones, landline and IP telephony using Avaya IP Office 500.
- Installed and configured SIP-based Grand stream devices, ensuring compatibility with VoIP systems.
- Manage firewalls, policy creation, VPN configurations, and IP mapping.
- Configuring\monitoring\troubleshooting site-to-site tunnels in SonicWALL firewall including NSA series.
- Cisco Meraki Wi-Fi Manage and configure and Installed and configured Cisco Meraki wireless access points
- Resolving and configuring the end user technical and IT network issues provided by the daily operation and management.
- Manage communications & connection solutions, workstation connectivity, and local area network, website, and intranet.
- Manage Active Directory, DHCP, File Server, Application,
- 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.
- Shadow Protect SPX for reliable backup, disaster recovery, and data protection, business continuity and minimal downtime
- Managing, maintaining, and updating onsite and customer site copiers, printers, and fax machines.
- Managing Office365 and cPanel Accounts management, and cloud- based Email services, troubleshooting email delivery issues

- Manage email security & security policy creation using Mimecast.
- 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.
- Maintaining and securing passwords, file system security, and data integrity for the desktop environment.

System administrator

November 2017 – July 2020

N.K Bagrodia Global school

New Delhi, India

Job Responsibilities

- Configuring and implementing all IT solutions including LAN, WAN & Systems.
- Manage Active Directory, DHCP, File Server, and Application.
- Managing Office365, Accounts management, and cloud-based Email services.
- Install and configure software, hardware, and networks.
- Troubleshoot issues and outages.
- Computer Lab, Smart Class, Content Upgrade, and Module also
- 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

April 2015 – April 2016

HCL learning limited.

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.

Qualification / Institute	Period
B.Sc. IT – Bachelor of Science in Information Technology Himalayan University - India	March 2017

Personal Details

Date of Birth	01 February 1996
Passport	C5651405
Nationality	India
Marital Status	Single
Languages	English, Hindi, Punjabi