Zulfikar Riyazuddin

IT Administrator

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

📞 **056 1370 560**   ✉ zulfikarrana83@gmail.com   📍 **Dubai, UAE**

Technical Skills.

- Proficient in administering Windows Server environments (2008R2/2012R2/2016/2019) including setup, configuration, and optimization for performance and security.
- Advanced proficiency in designing, implementing, and managing Active Directory environments including Group Policy design and deployment for centralized security and configuration management.
- Well-versed experience in Microsoft Azure Active Directory (AAD) for cloud identity and access management.
- Skilled in Microsoft Office 365 administration
- Advanced knowledge of network infrastructure design, configuration, and troubleshooting including LAN, WAN, VLAN, and VPN technologies.
- Proficient in firewall administration with expertise in configuring and managing enterprise-grade firewalls for secure network perimeter defense.
- Hands-on experience in implementing security measures including access controls, encryption, and intrusion detection/prevention systems (IDS/IPS).
- Skilled in deploying and configuring monitoring tools such as Graphus and Pulseway for proactive infrastructure monitoring and performance optimization.
- Effective communication skills demonstrated through experience in providing remote support and collaboration tools such as VNC, Pulseway, RDP, Zoom, or Microsoft Teams for facilitating remote work and collaboration.

IT Administrator	Emirates India International Exchange LLC
January 2021 – Till now	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 IP telephony using Avaya IP Office 500.
- Manage firewalls, policy creation, VPN configurations, and IP mapping.
- 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, DNS, DHCP, Active Directory.
- 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.

- Managing, maintaining, and updating onsite and customer site copiers, printers, and fax machines.
- Managing Office365, Accounts management, and cloud-based Email services.
- 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.
- Recommend software and hardware solutions comprising upgrades and new acquisitions.
- Maintaining and securing 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.
- 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	HCL learning limited.
April 2015 – April2016	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	M6540357
Nationality	India
Marital Status	Single
Languages	English, Arabic, Urdu, Punjabi