

HAJA KUTHBUDEEN



PERSONAL PROFILE

IT Professional with 9+ years of experience managing IT infrastructure, Microsoft 365 environments, network security, virtualization, and end-user support across diverse industries in the UAE.

Proven expertise in Microsoft 365 administration, firewall and network management, Windows Server, and virtualization platforms. Recognized for delivering rapid resolution of business-critical IT issues, ensuring high system availability and operational efficiency.

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CORE SKILLS

- **Data Center Management:** Expertise in managing office data centers, including servers, SD-WAN, firewalls, Layer 3 switches, access points, and security systems.
- **Enterprise Solutions:** Proficient in Microsoft 365, administration, Exchange server, Intune, Defender and Google Workspace
- **Virtualization & Cloud:** Experienced in virtualization technologies and managing hypervisors, including Hyper-V, VMware, Nutanix AOS, and Proxmox. cloud platforms like Google Cloud Console and AWS.
- **Network & Security Management:** Skilled in configuring and managing network devices, including firewalls, routers, and switches, with hands-on experience in Cisco, Fortinet, and Ubiquiti technologies.
- **Backup & Storage Solutions:** Expertise in configuring backup solutions and managing storage systems such as Synology, QNAP, and TrueNAS.
- **Operating Systems & Software Management:** Proficient in OS installations (Windows, Linux) and software management, including ERP, Active Directory, and group policies.
- **Hardware Installation & Support:** Extensive experience in hardware installation, including PCs, laptops, printers, projectors, time attendance systems, CCTV and security systems.
- **Website & Content Management:** Skilled in creating and hosting websites using platforms like WordPress and IIS.
- **ITSM Management:** Managing ITSM tickets, asset management, and ERP systems.
- **Creative & Technical Tools:** Basic proficiency in Adobe Photoshop and Premiere for content creation.
- **System Maintenance & Troubleshooting:** Experienced in electronic system maintenance and troubleshooting hardware/software issues.



WORK EXPERIENCE

IT Administrator

Studio Republik Fitness Center | DUBAI |

APR 2023 - AUG 2025

Responsibilities:

- Administration Microsoft 365, Azure AD and Intune portal
- Configuring and Updating Android Devices Using Samsung KNOX MDM
- Setup and Managing Cisco Meraki, Cisco ASA Firewalls and Fortinet Firewall.
- Setting up Avaya IP phones
- Protecting all windows devices using managed Symantec and Avast Business anti-virus.
- Deploying updates and Scripts Through Intune.
- Tracking and Resolving User Complaint Tickets On Freshdesk ITSM Tool.
- Setup and Configuring Various Sever OS on Nutanix and Hyper-V VM.
- Providing biometric and access card support
- Managing DHCP, DNS, Cisco switches, Ubiquity AP, and Fortinet
- Creating ERP accounts for new users and assisting with password or login problems
- Providing technical support across the company
- Troubleshooting and resolving all issues related to system functionality such as laptops, printers, software, storage, backup, etc.
- Actively monitoring asset serials and staff records
- Managing Server 2019 by pushing updates on time during non-working hours and avoiding affecting business.
- Hands on experiance in administrating various CRM like Freshdesk, Zoho Desk
- Managing A/V devices like Bright sign, Projectors, Creston, Dante, Bose Audio, Signage screens.



WORK EXPERIENCE

IT SPECIALIST

GI Properties | AL BARSHA, DUBAI |
OCT 2022 - MAR 2023

Responsibilities:

- Administration of Google Console and Amazon EC2 instances
- Creating user email and domain management using cPanel
- Setting up Avaya IP phones
- Configuring firewall rules and managing clients on firewalls
- Deploying group policy through AD to prevent user PC vulnerabilities
- Setting up Bitrix user accounts
- Backing up user data and server data using backup NAS server
- Providing biometric and access card support
- Managing DHCP, DNS, Cisco switches, Ubiquity AP, and Fortinet
- Providing technical support across the company
- Troubleshooting and resolving all issues related to system functionality such as laptops, printers, antivirus, software, storage, backup, etc.
- Actively monitoring asset serials and staff records
- Following up on tickets raised through Jira and completing the ticket within the given SLA.
- Managing Server 2019 by pushing updates on time during non-working hours and avoiding affecting business.

IT ENGINEER

Al Sahir Electrical Contg & Control Equipment |
RAS AL KHAIMAH, UAE | MAY 2016 - JAN 2021

Responsibilities:

- Perform network engineering and troubleshoot data cabling and systems administration across various software and hardware environments
- Manage and monitor all installed systems and infrastructure
- Quickly handle client queries by providing remote support
- Install, configure, troubleshoot, and maintain systems and operating systems such as servers, clients, and services like DHCP and DNS
- Perform server, services, and data backups and syncing
- Install, set up, and troubleshoot commercial IP security systems
- Respond promptly to service issues and requests
- Provide technical support across the company either in-person or over the phone
- Install and set up multiple DVRs and associated hardware like workstations, routers, and switches
- Provide onsite support to clients for security and IT-related issues

IT SUPPORT ENGINEER

AMAZON Fulfillment Center | CEVA
LOGISTICS FZC | JABEL ALI, DUBAI |
MAR 2021 - SEPT 2022

Responsibilities:

- System management, network support, data backup, system recovery, application support, testing, and troubleshooting
- Maintaining Azure AD, Exchange, SCCM, and other system-related issues at the fundamental level; present work reports, analyze and summarize said issues.
- Resolving issues for staff via phone, in person, or electronically
- Logging bugs and enhancement requests
- Performing hardware and software installations, configurations, and updates as needed.
- Providing biometric and access card support
- Managing Active Directory, DHCP, DNS, Cisco, Dlink, HP, and Ubiquity switches
- Establishing accounts for new users and assisting with password or login problems
- Establishing and maintaining relationships with technology vendors and consultants like IOS & Android Mobility, Domains, DNS, DHCP, VPN, Cloud Technologies, and IOT
- Providing technical support across the company
- Troubleshooting and resolving all issues related to system functionality such as laptops, printers, antivirus, software, storage, backup, etc.
- Following up on tickets raised through Jira and completing the ticket within the given SLA.



EDUCATIONS

DIPLOMA IN ENGINEERING - COMPUTER SCIENCE
(UAE MOFA Attested)



CERTIFICATES & TRAINING

- Microsoft IT Support Specialist
- Google IT Professional Certificate
- IBM Information Technology Fundamentals
- CCNA (200-301) Training
- Microsoft Azure Fundamental
- Fortinet NSE1 Network Security Associate



LANGUAGE KNOWN

- ENGLISH - Professional Proficiency
- TAMIL - Native Proficiency
- MALAYALAM - Professional Proficiency
- HINDI - Limited Working Proficiency



NATIONALITY

Indian