



SHIRAZ REHMAN

PROFESSIONAL SUMMARY

Results-driven IT Professional with a background in Computer Applications and extensive experience in technical support and system administration. Proven in resolving hardware and software issues, optimizing maintenance processes, and enhancing user satisfaction. Holds Microsoft Certified: Azure Administrator Associate and Azure Solutions Architect Expert certifications. Skilled in incident management, remote troubleshooting, and cloud computing. Recognized for achieving Microsoft and Lenovo certifications, demonstrating a commitment to ongoing professional development. Effective communicator committed to meeting tight deadlines and exceeding client expectations. Available for relocation with a transferable Residence Visa in Dubai, UAE.

- ❖ IT Specialist
- ❖ Cloud Administrator
- ❖ Cloud Analysts
- ❖ Cloud Automation
- ❖ Network Infrastructure Support
- ❖ Cloud-based Backup Virtualization
- ❖ Server Management
- ❖ PC and Laptop Hardware



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WORK HISTORY

May 2023 – April 2024

Expo City - TECHNOLOGY SUPPORT ENGINEER, Dubai, UAE

- Migrated users and devices to new domains.
- Investigated and resolved reported maintenance issues and defects, applying expertise to achieve efficient problem resolution.
- Consistently closed support issues faster than target resolution times.
- Optimized maintenance processes to support existing and future contracts.
- Collaborated closely with the Reliability Analyst to quickly identify the root cause of defects.
- Served as the first point of contact for clients with complex software issues, escalating cases as needed to ensure swift resolution.
- Proactively ensured prompt resolution of support cases, achieving high levels of customer satisfaction.

April 2022 - April 2023

Atlantis Resort - IT Support Engineer, Dubai, UAE

- The important member of the Preopening Team (Atlantis the Royal)
- Implemented bulk deployment of various IT hardware.
- Advised on hardware requirements for different user bases.
- Performed comprehensive asset audits with Desktop Central, maintaining accurate asset tracking and facilitating efficient resource management.
- Incident handling using Manage Engine
- Coordinated the opening of the new property of Atlantis "Atlantis the Royal."
- Installed and maintained various POS systems (Micros, Oracle, Vicas, etc.) for different outlets.
- Maintained a high level of support by continually improving my knowledge of operating systems and application software. Upgraded hardware to optimize device performance.
- Coordinated with the warehouse to track IT equipment stock and orders.
- Performed mock tests of various devices and applications to ensure readiness for the grand opening.

EDUCATION

Bachelor: Bachelor of
Computer Applications
**Indira Gandhi National Open
University**, Sharjah,
December 2020 - Current

Diploma: Information
Technology
**Nettur Technical Training
Foundation**, Bangalore, India,
India, August 2006 - August
2009

CERTIFICATIONS

**Microsoft Certified: Azure
Administrator Associate**,
Dubai, UAE, Current

**Microsoft Certified: Azure
Solutions Architect**
Dubai, Current

**Microsoft Certified Solutions
Associate**, India, Current

**Microsoft Certified IT
Professional**, Current

**Microsoft Certified
Technology Specialist**,
Current

**Lenovo Certified
Administrator**, Doha, Qatar,
Current

Lenovo Certified Technician,
Doha, Qatar, Current

LANGUAGES

English

Fluent

Hindi

Fluent

Malayalam

Native

September 2021 - March 2022

Expo 2020 - TECHNOLOGY SUPPORT ENGINEER, Dubai, UAE

- Incident/Problem Management: Managed incidents and problems according to ITIL processes, including monitoring, resolving, and recording issues using the ManageEngine Service Desk.
- Mobility Zone Support (Expo 2020): Prepared daily technician check reports, accelerating resolution response times at the Mobility Zone.
- Windows OS & Software Support: Installed, troubleshooted, and maintained Windows OS and software.
- Handheld Device Support: Provided technical support for iOS and Android handheld devices.
- Automated Patch Management: Scheduled and deployed updates and patches using tools like ManageEngine Desktop Central.
- Desktop & Laptop Imaging: Created and deployed images of various desktops and laptops with the latest drivers and software updates using Acronis.
- Windows Defender ATP Onboarding: Automated Windows Defender ATP onboarding for systems using scripts in Desktop Central.
- Active Directory Management: Created and managed user accounts, groups, and Active Directory-related activities.
- Printer Support: Configured, troubleshooted, and maintained local and network printers, including Canon Server Web client user management.
- Mail Client Support: Configured, backed up, and troubleshooted email clients like MS Outlook.
- Asset Management: Transferred obsolete/broken assets to the IT store or vendor after approvals.
- Meeting Room Support: Set up meeting rooms and provide technical support for audio and video issues.
- Endpoint Security: Performed physical and network scans using security tools like Symantec System Scan and Cisco AMP for Endpoint Connectors.
- Network & Security Collaboration: Worked with the NOC team on network-related and Cisco ISE issues. Coordinated with cybersecurity and NOC security teams to implement network firewall rules for approved subnets.
- Responsive Technical Support: Responded to incidents and requests for technical assistance in person, via phone, web tickets, and emails, adhering to agreed SLAs.
- Process Improvement: Actively drove improvements in technology and related procedures.
- Teamwork & Collaboration: Supported and assisted colleagues, collaborating with other support groups and vendors to resolve technical issues.
- CCTV & VMS Support: Deployed CCTV, VMS, and SMS workstations addressed posture complaints, and provided technical support.

December 2020 - August 2021

Macobit IT Solutions - Senior IT System Administrator, Dubai, UAE

- IT Solution Consultant: Provided IT solutions and consulting services to clients, including *Naval Supply Systems Command (Procurement Department)*, *Arab Building Materials*, *Ista Global*, *Maruti Energy*
- Server Administration: Configured and maintained physical servers.
- Virtualization: Configured and maintained virtual servers using Hyper-V.
- Network Administration: Configured and maintained network infrastructure.
- Desktop & Device Support: Configured and maintained laptops, desktops, projectors, and other IT systems for clients.
- Technical Support: Troubleshooted and resolved software and hardware issues for clients.
- Security & Surveillance: Installed and maintained CCTV systems.
- Network Cabling: Terminated Ethernet cables.

March 2013 - February 2020

GBM Qatar -IT Coordinator, Doha, Qatar

In charge of IT for GBM Qatar

- Resource Provisioning: Configured and allocated IT assets like laptops, desktops, and printers to users.
- Incident Management: Troubleshooted and resolved software and hardware issues using a ticketing system. This included applying patches and hotfixes after thorough testing to ensure user machine stability.
- Data Management: Performed backups and recoveries of user data.
- Data Center Operations: Monitored and logged events within the environment.
- Asset Management: Identified and tracked IT assets such as user machines, servers, printers, network devices, operating systems, and application software. (Combined options for clarity)
- Technical Support: Provided emergency on-site support during off-hours for multiple locations in UAE, Kuwait, Oman, and Bahrain.)

September 2010 - August 2012

IBM; Technical Support Engineer, Bengaluru, India

- Assign to IT support Department for two clients (IBM subcontract): one.) On-Mobile Ltd; two.) ABB Ltd.

July 2009 - October 2009

SPECTRUM Soft-tech Pvt. Ltd, On-The-Job Training, Kochi, India

PROJECT

- **Title:** Expo 2020 to Expo-city Domain Migration (Azure Entra)
 - **Dates:** May 2023 - April 2024
 - **Description:**
 - Assisted in migrating Expo 2020's infrastructure and user identities from the existing domain to Expocity's domain using Microsoft Azure Entra.
 - Played a key role in configuring Azure Entra cloud identity management services to integrate with Expocity's existing IT environment seamlessly.
 - Supported the migration process by ensuring data integrity, user access, and minimal disruption to Expocity's operations.
 - Provided user support throughout the migration process to Expocity, ensuring a smooth transition to the new Azure Entra identity management system.
 - Assisted users with migrating their accounts and data to the new Expocity domain within the Azure Entra platform.
 - **Tools & Technologies:** Microsoft Azure, Microsoft Azure Entra Domain Migration Planning and Execution, User Account Management and Access Control, Windows 11 Enterprise, Office 365, Microsoft OneDrive
 - **Achievements:** Achieved a smooth user migration to the new Expocity domain within Azure Entra, with minimal disruption to user productivity. Proactively addressed user access issues during the migration, minimizing downtime and ensuring continued user access to essential resources.
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- **Title:** Atlantis The Royal Pre-Opening (IT Support)
 - **Dates:** September 2022 - March 2023
 - **Description:**
 - Assisted in setting up and configuring IT infrastructure for the new resort, including network systems, guest technology, and point-of-sale systems.
 - Provided technical support to staff during pre-opening training and ensured smooth operation of all IT systems.
 - Troubleshoot and resolved IT issues to ensure a seamless guest experience during the pre-opening phase.
 - **Tools & Technologies:** Desktop Central, ManageEngine, AD Management Tool, Vicas, Micros POS

- **Achievements:** Successfully set up the IT infrastructure within the tight pre-opening timeframe, ensuring all systems were operational and secure for the grand opening. My efforts contributed to a seamless opening day, with zero downtime or security breaches, enhancing guest satisfaction and operational efficiency from day one.

For more details on these and other projects, see my LinkedIn profile: [ClickMe](#)

SKILLS

- **Incident Management:** Encompasses skills crucial for resolving user issues efficiently, including troubleshooting, problem ticketing, escalation, lifecycle management, diagnosis, and resolution.
- **Server Management:** Windows Server administration, configuration, maintenance, security, DC, DHCP, DNS, FTP, IIS (Win Server 2019,2022).
- **IT Service Management:** Understanding frameworks and tools (like ManageEngine) demonstrates a systematic approach to IT service delivery.
- **Network & Infrastructure Management:** Expertise in Windows Server administration, networking protocols, network security, and IT infrastructure management is essential for many roles.
- **Communication & People Skills:** Clearly explaining technical concepts and working effectively with users.
- **Hardware & Software Support:** Maintaining hardware, providing user training, and familiarity with various operating systems and applications are valuable assets.
- **Cloud Computing & Security:** Knowledge of Azure, Azure Entra, Intune, cloud platforms, and network security.
- **Remote Access & Support:** Proficiency in using tools like Microsoft Remote Help, RDP, TeamViewer, and Anydesk demonstrating efficient remote troubleshooting.
- **Security & Surveillance:** Knowledge of CCTV, VMS, and encryption/decryption strengthens your security expertise.
- **Diagnostic Software:** Familiarity with various diagnostic tools can be helpful.
- **Operating Systems & Applications:** Expertise in Windows OS and Office 365. Knowledge of Linux OS and Mac OS. Software like SAP, Salesforce, SQL, etc.
- **Virtualization:** Understanding virtualization technologies like Hyper-V and VMware.

ADDITIONAL INFORMATION

- VISA STATUS-Residence Visa (Transferrable)
 - UAE LMV license
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DECLARATION

I hereby declare that all the details mentioned above are the truth and facts as per my knowledge and hold the responsibility for the correctness of the above-mentioned particulars.

Shiraz Rehman