

# JASIM KP

Bur Dubai, Dubai

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## Summary

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IT System & Network Administrator with 10 years of experience offering outstanding support to users of various levels. Expertise in managing server infrastructures and data-center operations across Windows, Linux & Mac OS X platform. Effectively plan, install, configure, and optimize IT infrastructures to achieve high availability and performance.

## Skill Highlights

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- TCP/IP, LAN, WAN & Wireless Administration
- Active Directory, DNS, DHCP, IIS, RADIUS & Group Policies
- Single-Sign On, MFA & ADFS
- Microsoft 365 & Exchange Server
- SharePoint, One Drive & Microsoft Teams
- NetApp & QNAP Storages
- File Server, WSUS & Print Server
- Veritas, Veeam & Quorum onQ Backup
- Virtualization - VMWare & vSphere
- Endpoint Security - Symantec & Kaspersky
- Microsoft Azure Administration
- Email Security Gateway - Mimecast
- Cisco Meraki Cloud & HP Aruba
- Switching, Routing & IP Telephony
- IT Support & Troubleshooting
- Linux & MAC OS X Experience

## Experience

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**IT Specialist – July 2015 to Present**  
**NSHAMA Properties LLC, Dubai**

- Perform daily system monitoring, verifying integrity and availability of all server resources.
- Managed HP ProLiant, Dell PowerEdge & Cisco UCS rack-mounted servers.
- Performed physical server migration, ESXI & vCenter upgradation, Windows/Linux server deployment and end user support.
- Managing storage appliances and in-depth understanding on FC, iSCSI, CIFS and NFS protocols.
- Creating & scheduling backup jobs, monitoring daily and weekly backups & restore critical data.
- Administering Office 365 mailboxes, policies, archive, retention, Power Shell & eDiscovery.
- Managing Azure subscription, Azure Active Directory & Azure AD Sync with on-premises AD.
- Troubleshooting and maintain all network security devices and infrastructure including firewall, Router, Core & Edge Switches, and cloud managed AP's.
- Implement Security policies to secure system and ensure data is safe from viruses, unauthorized access, misuse, and end users access according to their approved privileges.
- Administration of Cisco Call Manager and Call Recording – Installing & configuring Cisco IP Phones, soft phones & Cisco Jabber.
- Manage website hosting, Name Server, DNS Records & SSL certificates.
- Managing Biometric Access Control, CCTV, NVR & Recordings.

**IT Technician** – December 2013 to June 2015

**Al Montazah Amusement & Water Park, Sharjah**

- Deliver IT support and services to all staffs across the park including Theme Park, Water Park, Administrative Office, retail, F&B outlets.
- Deploy IT equipment's and POS units as per IT standards.
- Installing & configuring Embed Card System (ECS) applications & it's hardware's.
- Managing Domain Controller, Print server, Antivirus & Application servers.
- Administration of VM Ware, NetApp Storage and Symantec Backup Exec Appliance
- Managing IDF connectivity, Forti-Gate firewall, Cisco switches, Unifi WLC & AP's.
- Handling Public Announcement System, CCTV & Door Access Control.
- Ensures system availability by periodic checks and standard routines. Recover and repair hardware or software failure.
- Manage IT asset inventory, protection of the issued equipment's (e.g., laptops, mobile devices, etc.) against unauthorized access and damage.

**Junior System Engineer** – June 2010 to April 2013

**Genisys Group, Bangalore [India]**

- End user support for 500+ staffs via SolarWinds Service Desk and remote helpdesk tools.
- Manage daily support issues and actioned upon as per SLA.
- Manage users on Active Directory, create mailboxes, groups & DLs on exchange server.
- Installing and configuring physical & virtual desktop, Laptop, iMac & MacBook Pro.
- Troubleshoot with PC hardware, software, printer & network connectivity issues.
- Responsible for asset management & asset inventory.

## Education

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**Bachelor of Computer Application** - 2009

CV Raman University, India

## Certification

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**CCNA** [200-301]

**Microsoft Azure Administrator Associate** [AZ-103]

**MCP** [70-460]

**ITIL Foundation v4**

## Languages

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English

Hindi

Malayalam