

MUHAMMAD DAUD

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- UAE Driving License – 63599702
- Visa Status – Employment
- Notice Period – (01-Month)



OBJECTIVE

Looking for senior level position in IT at a dynamic and career-oriented organization to utilize my skills towards the company goals.

PROFILE SUMMARY

Microsoft Specialist, IT Graduate with 18 years hands-on experience in managing IT infrastructure Design, Implementation, System Administration, skills in Windows Server 2019/2016/2012 R2, Active Directory, Exchange 2016, Azure, Office 365, Microsoft Teams/Skype for Business 2015, Hyper-V, VMware Virtualization, Cisco UCS B-Series Blade Servers, Dell/HP/IBM Servers, Dell EMC Unity, Dell EMC Avamar, Data Domain, Commvault NetBackup, Hardware/Software support & troubleshooting.

AREAS OF EXPERTISE

Hardware:

- IBM X Series Servers / HP ProLiant DL/ML Series Servers,
- Dell EMC Unisphere for VMAX - Version V8.4.0.4 (VMAX250F)-All Flash
- DELL EMC Unity Version 4.2.0
- DELL EMC Data Domain DD9300 & DELL EMC Avamar Server
- Fujitsu Storage ETERNUS DX80 S2 (iSCSI)
- Dell /IBM /HP Tape Libraries & Xerox Printers

Software:

- Microsoft Azure Cloud Services
- Microsoft 365 Cloud Services, Microsoft Teams SharePoint, OneDrive
- VMware Virtualization VMware ESXi/vSphere/vCenter
- Microsoft Hyper-V Virtualization infrastructure
- Microsoft WSUS/MDT & SCCM Administration
- Microsoft Windows Server 2019/2016/2012 R2
- Microsoft Active Directory, Group Policies, DNS, DHCP, File/Print Services, IIS & KMS
- File Server, DFS, Failover Clustering, windows NLB
- Microsoft Exchange Server 2019/2016/2013/2010 Messaging System
- Barracuda Email Security Gateway V600 (VM Appliance)
- FortiMail Antispam Appliance V5.2 /V5.3 (VM Appliance)
- TrendMicro ScanMail for Exchange Server 14.0
- Dell EMC SourceOne Archiving & Dell EMC ItemPoint Recovery Solution
- Backup Solutions (DELL EMC Avamar/ Commvault/ Symantec Backup Exec /Windows Server Backup)
- Forcepoint Web Security/ Gateway Version 8.5
- McAfee Antivirus ePO 5.9.1
- Microsoft System Center Configuration Manager (SCCM) 2012 R2
- ManageEngine Applications/OpManager
- ManageEngine Desktop Central
- ManageEngine AD Manager Plus/ Exchange Reporter Plus
- ManageEngine Mobile Device Management (MDM)
- Ivanti LANDESK Management Suite/ Ivanti-LANDESK Service Desk

CERTIFICATIONS

- **Core Solutions of Microsoft Exchange Server 2013 (70-341)**
- **Microsoft Certified Solution Associate (MCSA) Office 365**
- **Microsoft Certified Professional (MCP)**

To view my MCP Transcript Online, please visit: <https://mcp.microsoft.com/anonymous/transcript/validate>

- Transcript ID: **1153195**
- Access Code: **03334898453**

PROFESSIONAL EXPERIENCE

INFRASTRUCTURE SPECIALIST

- **Epic Recruitment Services, DUBAI, UAE**
01-May-2022 To Date
- **Reach Employment Services, DUBAI, UAE**
01-Nov-2021 To 30-April-2022

Working as Infrastructure Specialist at (Dubai Municipality), Outsourced from Epic Recruitment Services, Managing AD, Exchange, Azure, Office 365, Microsoft Teams/Skype for Business 2019, Cisco IronPort Email Security.

- SME/L3 support for Exchange messaging environment, Active directory, Skype for business 2019, IronPort Email Gateways, Microsoft office 365 cloud solutions.
- Manage O365 cloud. Administration and MS teams and other O365 solutions as global administrator. L3 support.
- Monitoring on a day-to-day basis and administration of Exchange Servers, mail routing, mail queues, Exchange services, disk space, Server health, event viewer logs, Active Directory.
- Managing Active directory health check, AD replication, performance. AD user management, Application integrations with AD. PowerShell scripting.
- Providing support to escalated user issues & resolving them immediately, Manage OWA, Outlook Anywhere, ActiveSync services.
- Cisco IronPort management. Async OS upgrades, Creating Content and message filters. Create and manage Custom security policies. Manage SPF, DKIM, DMARC policies. Black list, white list. sender, create and manage relay groups.
- Administering SFB 2019 environment. Supporting videoconferencing solution and application integration.
- Identify new technologies, Prepare Business cases. Vendor Response Evaluation & Implementation and management of the solution. Project management.
- Planning or IT service continuity, Creating and executing ITSCM test drill plans, Change management etc.
- Capacity planning, Sizing and design for storage, Exchange, Microsoft technologies-based solutions.
- Understanding business objectives and help the company meet these goals with technology.
- Involving in design, planning and implementation of Messaging, AD, and other Microsoft technologies related projects.
- Service delivery like Incident & Problem resolution.
- Managing Vendors, Firmware, Preventive maintenance schedules as company policy.
- Determining project requirements, creating business case, feasibility study report, project scheduling and technology plan.
- Managing technical leadership of team during the project phase, guiding team members and knowledge sharing among the team, providing technical consultancy on implementations.
- Project documentations like RFP, RFQ, Scope of work documents and requirement finalization for infrastructure projects.
- Implement ISO27001, ISR, ISO 2000 policies in Windows.

SENIOR SYSTEM ADMINISTRATOR

Reach Employment Services, DUBAI, UAE

21-JUNE-2015 31-July-2021

Worked as Sr. System Administrator at (Dubai Health Authority), Outsourced from REACH EMPLOYMENT SERVICES, Managing AD, Exchange, VMware, Azure, Office 365, Microsoft Teams/Skype for Business 2015, EMC SourceOne Archiving, Forcepoint Internet Security, Avamar & Data domain Backup Administration.

- Worked as 2nd/3rd level support, collaborative and customer focused to manage the day-to-day operations.
- Manage Azure, office365 tenant and all its collaborative suite (Teams, SharePoint, OneDrive)
- Manage Windows Server 2019/2016/2012 R2, Windows Clustering and NLB.
- Manage Active Directory, Group Policies, DNS, DHCP, File/Print Services, IIS & KMS.
- Manage SCCM and WSUS, Windows Security updates/Software & Operating Systems upgrades using SCCM.
- Manage Exchange Server 2016, supporting 20,000 users, User mailbox/DL/Resource Mailboxes creation.
- Monitor Mail flow & Database growth Analysis.
- Manage Antispam Solution FortiMail, Barracuda TrendMicro ScanMail for Exchange.
- Manage Dell EMC SourceOne, Backup Solution Avamar/Data Domain DD9300 and ItemPoint Email Recovery.
- Manage ForcePoint Internet Security, content filtration and Forcepoint Web Security/Gateway.
- Manage VMware and Microsoft Hyper-V Virtualization infrastructure, Creating VMs and Storage provisioning.
- Manage Antivirus Solution McAfee ePO 5.9.1 to update Antivirus for Servers & client PCs.
- Maintain Servers security hardening and compliance management, Server Infrastructure Support, monitoring system uptime, availability, reliability and security.
- Deliver incident/request resolution in timely manner & focus on root cause analysis and knowledge transfer.
- Liaising with 3rd party vendors, IT providers for specific requirements and follow-ups.
- Manage installation, configuration, testing, troubleshooting, documentation and decommissioning of servers.
- Keeping updated, accurate and reliable backups of application and databases.
- Leading & participating multiple projects, prioritize workload in a fast-paced environment.

PROJECTS ACCOMPLISHMENTS:

- Microsoft Azure & Office 365 integration with On-Premise to cloud configuration and testing.
- Complex Password & Auto Lock Policies Implementation to comply Organizational IT Security & ISR standards.

- Successfully migrated (Exchange Server 2010 to 2016 CU9) with 15000 plus Mailboxes Messaging Infrastructure.
- Successfully migrated Active Directory Servers from Windows Server 2008 R2 to 2012 R2.
- Microsoft Windows Server DHCP Services Migration from 2008 R2 to 2012 R2.

INFRASTRUCTURE CONSULTANT

KALSOFT Pvt.

07-NOV-2012 TO 21-MAY 2015

As Infrastructure Consultant, Managing Microsoft Technologies by providing technical Consultancy services to our reputable clients for Microsoft Active Directory & Microsoft Exchange Server Migration/Transitions.

- Designing and Implementation of Server Virtualization Solutions with high availability on Hyper-V.
- Windows Server Active Directory / DNS, including migration from Windows 2003, 2008 to Windows 2012 / 2012 R2.
- Designing and Implementation of Exchange Server 2013 Messaging Infrastructure solutions, including migration from Exchange 2007 / 2010 to Exchange 2013.
- Designing and Implementation of Windows Server Backup Solutions.
- Providing consultancy on new technologies and working with clients to understand requirements.
- Define the scope of a project, planning timescales and the resources needed.
- Design high level technical architecture & POC for the proposed solutions and presenting these to the client.
- Ensure to deliver a quality proposal and realistic project plan for the project.
- Responsible for effective optimal utilization of all departmental resources.
- Responsible for training R&D on relevant and upcoming technologies for the team, resolve staffing.

PROJECTS ACCOMPLISHMENTS:

- Worked as Implementation partner of Microsoft and helped SSC Brands to upgrade from Exchange Server 2010 to 2013, created Coexistence, implemented Database Availability Group (DAG) with publication of Client Access Server's role in Microsoft TMG 2010 & mailboxes migration.
- Worked as Implementation partner of Microsoft and helped UBL to upgrade from Exchange Server 2007 to 2013, created Coexistence, implemented Database Availability Group (DAG) with publication of Client Access Server's role in Microsoft TMG 2010 & finally migrated 200 user mailboxes (as per scope of work).
- Worked as Implementation partner of Microsoft and Upgrade Active Directory from 2008 to 2012, Upgraded Microsoft Exchange 2010 to 2013 with DAG solution & migrated 10,000 user mailboxes.
Worked as Implementation partner of Microsoft and Upgrade Exchange Server from 2007 to 2010, created Coexistence, DAG & CAS publication in TMG 2010.

FIELD INFORMATION MANAGEMENT OFFICER/TEAM LEAD

UNITED NATIONS (UNV/UNDP)

21-NOV-2011 to 06-NOV-2012

As a Team Lead managed Complete IT Infrastructure including Server Administration and Technical Support within the Head Office and 3-Remote field offices. Meetings with foreign mission delegates & arranging field visits.

- Leading the Technical Support Team of 3-field offices remotely, providing Network/System Support up to 100 nodes.
- Management of LAN/WLAN & WAN Networks & Configuration of Wi-Fi Routers & Access Points.
- Active Directory 2008 R2 management, Group Policies implementation, maintaining windows Server 2008 R2 Servers.
- Server configuration, maintenance, verifying the integrity and uptime of all resources, managing Server's monitoring.
- Maintain data center and monitoring equipment, Managing VPN server's connectivity between 3 branches.
- Microsoft Forefront (TMG 2010), Monitoring Bandwidth and keep track the utilization with PRTG Software.
- Centralized Antivirus Solution & Managing O.S patches updating and configuration changes.
- Managing and troubleshooting LAN & WAN Connectivity and liaison with Local ISP's.
- Supervising Helpdesk staff & managing the IT systems on rotational basis.
- Maintaining Servers and Network Monitoring through PRTG Grappler and reporting incidents.
- Problem Escalation and follow-up with vendor.

ENGINEER-NETWORK MANAGEMENT

AXACT PRIVATE LIMITED

16-JULY-2007 to 20-NOV-2011

As ENGINEER-NETWORK MANAGEMENT, I was responsible to work as all-rounder on (LAN, WAN, VOIP, Client/Server Technical Support & Administration, Networking, Infrastructure Designing and deployment, Data Center management & Leading Technical Support (Help Desk) team.

- Managing the Helpdesk technical Support Team, Managing Server 2003 Domain controller & Security policies.
- Providing System/Network Technical Support up to 300 nodes on 24/7 Shift basis.
- Management of ISA Server 2006.
- Managing IceWarp Mail/Messaging Server.
- Email Client Configuration (MS Outlook 2007/2010, Outlook Express and Mozilla Thunderbird).
- Call Center VOIP Services Asterisk (Trixbox Pro Server) "Open-Source VoIP IP-PBX Server".
- Configuring Cisco 7940 and Polycom 301, 305 & Grandstream series IP Phones.
- Maintaining Servers and Network Monitoring through PRTG Grappler and reporting incidents.

- Schedules, performs, and monitors system backups and, when necessary, performs data recoveries.
- Problem Escalation and follow-up with vendor.

PROJECT ACCOMPLISHMENTS

- Worked as Technical Expert and helped Axt Private Limited to Install & configure open-source Linux product (Ubuntu) client operating systems. Configuration included (enable networking, Joining Ubuntu with Domain, installed printers, folder sharing & system performance tuning), Worked as Technical Expert and helped Axt Private Limited to upgrade Client operating Systems from Microsoft Windows XP to Windows 7 across entire organization up to 500 nodes.

SYSTEM SUPPORT EXECUTIVE AKN MESSAGING TECHNOLOGIES

21-Apr-2006 to 31-May-2007

As a System Support Executive, I was responsible to provide 24/7 basis Server's monitoring, Technical Support to the Corporate Office.

- Managing and troubleshooting LAN & WAN Connectivity and liaison with Local ISP's.
- Maintaining Servers and Network Monitoring through PRTG Grappler and reporting incidents.
- Managing Active Directory 2003 setting up user accounts, permissions, and Groups Policies implementation.
- Managing ISA Server 2000/2004 Overseeing security of all systems, especially the internet.
- Management of DNS, DHCP and IIS Servers including HTTP, FTP, SFTP, SSH, SMTP bases applications.
- Managing Operating System patches updates and configuration changes, Managing Norton Antivirus implementation on Server & Clients, Managing and troubleshooting LAN & WAN Connectivity and liaison with Local ISP's.
- Supervising Helpdesk staff & managing the IT systems on rotational basis, Providing system and network (Wired/Wireless) support up to 50 nodes & fixing network faults, Performs general preventative maintenance tasks on computers, laptops, printers etc, Provide Hardware/Software support & troubleshooting for all local systems and liaising with vendors.
- Returns defective equipment/parts to maintenance inventory & documents customer repairs, Installing new software, new hardware (servers, printers, computer workstations etc.)

IT OFFICER ROYAL COLLEGE OF SCIENCE 07-Oct-2002 to 20-Apr-2006

As IT Officer, I was responsible to manage and maintain the entire campus network, Lab computers connectivity, maintaining proper antivirus solution. Keep running smooth IT setup throughout the college campus,

- Providing system and network support up to 50 nodes, Managing Domain Controller & Groups Policies.
- Managing ISA Server 2000 & Managing Operating System patches updating and configuration changes.
- Maintenance of PC's and performance tuning & and liaising with vendors, Protecting each PC with Norton Antivirus.

PROFESSIONAL COURSES

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| • Microsoft Exchange Server 2007 (MCTS) | CTTC (Pvt) Ltd, Karachi Pakistan | 2011 |
| • Microsoft Certified Systems Engineer (MCSE) | Onwire Education (Pvt), Karachi Pakistan | 2006 |
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ACADEMIC QUALIFICATION

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| • B.Sc: (Hon) Computer Science | University of Sindh Jamshoro (Sindh) Pakistan. | 1997-2000 |
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PERSONAL INFORMATION

Salary Expectation	:	Negotiable
Date of Birth	:	23 December 1979
Marital Status	:	Married, having (3) Kids.
Nationality	:	Pakistani

REFERENCES

- | | |
|--|--|
| <ul style="list-style-type: none"> • Mr. Abdul Hafeez Memon
Cloud Specialist
Moro Hub
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