



# TEJUS AJAYAN

## IT SUPPORT

## Contact

### Phone

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### Email

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### Address

Dubai, UAE

## Education

2021 – 2024

### Bachelor of Computer Science

Bishop Heber College

## Skills

- Networking
- Firewall
- Kali Linux
- Hardware Troubleshooting
- Cloud Computing
- Routers & Switches
- VMware
- Access Points
- Microsoft 365 Admin Centre
- N8N Automation Technology

## Language

- English
- Malayalam
- Tamil

## Experience

### 2025 – PRESENT

FASTCFS CARGO SERVICES LLC | Al Rashidiya, Dubai, UAE

#### IT ANALYST

Managed core IT infrastructure with a focus on secure system operations, network administration, and technology implementation to support business continuity and cybersecurity readiness.

##### Roles & Responsibilities

- Administered and secured end-user systems by troubleshooting hardware, software, and network issues with a focus on threat prevention and system integrity.
- Configured VPNs for inter-branch communication, ensuring encrypted data transfer and secure remote access.
- Managed IPBX phone systems and cloud-based telephony solutions while maintaining access control and network security.
- Oversaw CCTV infrastructure, including camera maintenance, wire repairs, and cable crimping for physical security.
- Performed IT administration tasks, system upkeep, and on-site technical support to ensure smooth and secure operations.
- Managed user accounts, licenses, and access permissions in the Microsoft 365 Admin Center, maintaining security, compliance, and proper onboarding/offboarding.
- Performed weekly backups of shared folders to ensure data recovery and business continuity

## Things I Implemented

- Developed the company's official website using AI-based tools and integrated Google AdSense for monetization and lead generation.
- Designed and automated warehouse cargo workflows using n8n, streamlining status updates, communication, and task assignment.
- Developed a container and job management web application using AI support with a tech stack consisting of TypeScript, Tailwind CSS, Express, Node.js, and PostgreSQL, improving operational visibility and productivity.
- Deployed Microsoft SharePoint and migrated file management from local shared folders to a secure cloud-based environment, enhancing data accessibility, collaboration, and compliance.