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[Dubai, UAE](#)

EDUCATION

✓ **Computer Science Engineer**

Annamalai University

2017 - 2020

✓ **COMPUTER SCIENCE**

Plus Two

2015 - 2017

INTERNSHIP

SYNNEFO SOLUTIONS (2021 - 2022)

**RHCEL8, AWS, MCSE, CCNA,
CYBER SECURITY, A+, N+**



Critical Thinking



Time Management



Project Planning



Communication



Design & Scale



Document Review

AJMAL MALAYIL

SYSTEM ADMINISTRATOR

CAREER OBJECTIVE

To leverage my expertise in cybersecurity, system administration, system engineering, network engineering, and technical support, with a focus on cloud engineering, to drive technological innovation and operational excellence. I aim to apply my skills in risk management, system design, network optimization, and customer support to ensure robust system security, efficient network operations, and exceptional technical support. My goal is to stay current with industry advancements to contribute meaningfully to a forward-thinking organization.

Employment History

✓ **SYSTEM ADMIN**

EliteVAD FZCO (JUL 2024 ongoing)

✓ **TECHNICAL SUPPORT EXECUTIVE (LOCATOR)**

SYNOSYS TECHNOLOGIES LLC (DEC 2022 JUL 2024)

✓ **SUPPORT ENGINEER**

SAVARI MOTORS HERO (Apr 2021 Sep 2022)

✓ **CUSTOMER SUPPORT EXECUTIVE**

INFO LINK (Aug 2021 Mar 2022)

PROJECT

HO, THE FERTILISERS AND CHEMICALS

TRAVANCORE LTD. Udyogamandal, Kerala, India

✓ **DESKTOP ENGINEER**

DELTA SOLUTION (Jan 2020 May 2021)

CERTIFIED

- Google Cybersecurity
- Google IT Support Professional Certificate
- Cyber security Job-Simulation (Mastercard, AIG, Commonwealth Bank, Datacom)
- Career Essentials in System Administration by Microsoft and LinkedIn
- Career Essentials in Generative AI by Microsoft and LinkedIn
- Cybersecurity Foundations Governance Risk and Compliance GRC

SKILLS

IT Support and Systems Management:

- Endpoint monitoring and support for desktops, laptops, and mobile devices.
- Installation, configuration, and troubleshooting of Windows OS (XP, 7, 8, 10, 11), Linux, and server operating systems.
- Hardware and software installation, troubleshooting, and maintenance.
- System monitoring, upgrades, performance tuning, and repairs.
- Data backup, recovery solutions, and disaster recovery planning.
- Network testing, cable crimping, and troubleshooting connectivity issues.
- Desktop, application support, and remote access troubleshooting.
- Printer, scanner, and network device (switches, routers, access points, hubs) installation, configuration, troubleshooting, sharing, and policy management.
- Installation, configuration, and management of SAP, ERP, and CRM systems.
- Managing user accounts, permissions, and access controls.
- Seamless system integration across different platforms and environments.
- Familiarity with Active Directory setup, management, and group policies.
- Expertise in firmware upgrades and server management using tools like iDRAC.
- Technical documentation creation for IT processes and solutions.

Cybersecurity and Threat Management:

- Cybersecurity threat detection, monitoring, and management.
- Monitoring and managing Endpoint Detection and Response (EDR) systems and security policies.
- Threat detection and mitigation strategies for enterprise environments.
- Implementation and enforcement of IT security policies and malware prevention strategies.
- Technical support and troubleshooting for cybersecurity solutions like XDR, SOAR, and SIEM.
- Implementation of advanced cybersecurity solutions, ensuring seamless deployment and integration.

Networking and IT Infrastructure:

- Network design, installation, configuration, and maintenance services.
- Firewall configuration, management, and monitoring for network security.
- RAK (Remote Access Kit) infrastructure monitoring, upgrades, and maintenance.
- Experience with IT infrastructure planning, upgrades, and scaling.
- Hands-on experience with Nmap for network discovery, auditing, and security analysis.
- VPN implementation and management for secure remote access.

Cloud and Virtualization:

- Cloud infrastructure deployment, management, and optimization.
- Administration and management of Google Workspace, Microsoft 365, and Teams.
- Expertise in virtualization technologies, including VMware, Hyper-V, and KVM.

Marketing and Platform Management:

- Proficient in marketing strategies, campaign design, and online brand presence management.
- Designing and managing WhatsApp and email campaigns for communication and marketing.
- Social media monitoring and management to ensure consistent updates and engagement.
- Website management, including updates, optimization, and troubleshooting.

Licensing and IoT Management:

- Licensing management for software, platforms, and cloud services.
- Experience with IoT device platforms: configuration, integration, and monitoring.

Presales and Technical Support:

- Presales activities for cybersecurity products, including product demonstrations and client consultations.
- Delivering customer training sessions and providing technical support.
- Active involvement in IT project management, including POCs (Proof of Concepts).

DECLARATION

I hereby declare that all the information provided is accurate and complete to the best of my knowledge