

# AMEERUL MUJAHIDIN

## IT System Engineer

UAE • +971 54 384 5984 • [ameerulmujahidin96@gmail.com](mailto:ameerulmujahidin96@gmail.com) • [LinkedIn Profile](#)

### Projects & Achievements

- Azure → On-Prem Migration: Migrated and upgraded Moodle LMS 3.8→4.5, delivering AED 60,000 yearly savings.
- Kaspersky EDR Deployment: Implemented endpoint protection across 2,000+ domain devices, improving threat visibility and cybersecurity posture.
- Network Monitoring Deployment: Configured PRTG and Zabbix for real-time monitoring of 400+ network devices, improving incident detection speed by 40% and reducing downtime across campus infrastructure.
- Backup & DR Upgrade: Implemented Veeam + RClone hybrid DR, achieving 100% backup success rate and cloud redundancy.
- SAN Optimization: Remapped SAN storage and resolved MPIO issues, improving server I/O by 35%.
- DNS Role Migration: Promoted Secondary DNS → Primary, increasing DNS availability and reducing failover events.
- Open-Source Deployments: Configured Snipe-IT, Helpdesk, Project Management, Library Management, and PAM systems.
- MFA Implementation: Rolled out MFA campus-wide, reducing unauthorized access incidents.
- SQL Optimization: Migrated Avaya SQL DB 2011→2016, improving query performance by 45%.
- Disaster Recovery: Restored HP server after HDD failure via Veeam with <30 minutes downtime.
- Network Hardening: Hardened switching infrastructure, improving compliance by 50%.
- ITSM & SOPs: Built SLA-driven service portal and authored ITIL-aligned SOPs.
- Automation: Built automation with Python, PowerShell, HTML/CSS reducing manual workloads by 60%.

### Core Technical Competencies

- Systems & Infrastructure: Windows Server, Linux, Active Directory, DNS, DHCP, GPO, IIS, ITIL Practices
- Cloud & Virtualization: Azure, VMware, Hyper-V, M365, Google Workspace
- Networking & Cybersecurity: FortiGate, VLAN, ACL, VPN, L2/L3 Switching, Agile Controller, Network Hardening, Kaspersky EDR
- Automation & Scripting: Python, PowerShell, Bash, Git/GitHub
- DevOps & Monitoring: Docker, Git/GitHub, Grafana, PRTG, Zabbix (basic), CI/CD, Kubernetes/Terraform/Ansible (learning)
- Backup & DR: Veeam Backup & Replication, RClone (Cloud DR, Google Drive)
- ITSM: Incident/Change Management, SLA Compliance, Asset Management, IT Service Catalog

### Professional Experience

#### City University Ajman IT System Engineer

Ajman, UAE  
Sept 2023 – Present

- Administered 25+ physical servers and 75+ Windows/Linux VMs achieving 99.9% availability.
- Managed AD infrastructure for 2,000+ users including DNS, DHCP, GPO, and RBAC.
- Managed SAN/NAS (Huawei OceanStor, QNAP): LUN provisioning, RAID configs, performance tuning, MPIO fixes.
- Handled Azure, M365, Google Workspace lifecycle, policies, and identity management.
- Configured IIS for internal applications and academic platforms.
- Automated IT workflows with Python & PowerShell reducing reporting time by 70%.
- Integrated NNT X-ray dental imaging devices with dental software for clinical operations, trained the doctors and dental clinic nurses.
- Led the IT support team for campus-wide operations, assigning tasks, coordinating workloads, and handling L3 escalations.

- Led campus infrastructure rollouts: Digital Classrooms, AI Labs, Psychology Labs.
- Assigned daily IT support tasks, handled escalations, and maintained ITIL-aligned incident management.
- Managed vendor relations, BOQ preparation, quotation comparison, and PO processing.
- Handled IT asset lifecycle, stock management, and procurement workflows with the IT store team.

### **TwinMOS Technology Middle East FZE**

#### **IT Support & Technical Engineer**

Dubai, UAE

Nov 2020 – Aug 2023

- Administered Microsoft 365, ERP, email routing, and cloud services for 50+ users.
- Configured Wi-Fi networks, APs, switches, and storage for regional offices.
- Resolved 40–60 tickets/day with 95% SLA compliance across OS, network, hardware, and cloud issues.
- Maintained asset management for 100+ devices with end-to-end lifecycle tracking.
- Performed patching, system upgrades, endpoint deployments, and optimization.

### **Mundo Trading Pvt Ltd**

#### **Network & System Support Engineer**

Chennai, India

Jun 2018 – Aug 2019

- Installed & configured Cisco routers, Dell servers, and networking equipment.
- Resolved 20–30 tickets/day via TeamViewer/AnyDesk ensuring high service continuity.
- Performed OS deployments, patching, and network diagnostics for business stability.

### **Education**

Bachelor of Computer Science Engineering — MSEC, India

(2014–2018)

### **Certification**

Microsoft Azure Administrator Associate (AZ-104)

(2025–2026)

### **Additional Training**

- AWS Cloud Practitioner,
- Moodle Administrator,
- Apple Support Engineer,
- Generative AI Prompt Engineering,
- Fortinet Certified Fundamentals,
- CCNA

### **Tools & Technologies**

Python, PowerShell, Bash, Docker, Git/GitHub, IIS, Cloudflare, Grafana, Veeam, RClone, VMware, Hyper-V, Azure, Entra ID, Intune, M365, Google Workspace, Snipe-IT, HESK, Koha, Moodle, JumpServer, Mac, Zoom, Teams, FortiGate, Huawei OceanStor, QNAP, PRTG Network Monitor, Zabbix.