

# AREEF RAKHANGI

System Administrator, IT Specialist, VMware Administrator

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## ■ PROFILE SUMMARY

Experienced IT professional with a decade of experience managing IT Project successfully through their lifecycle.

Ability to address a wide range of technical and management issues that may arise during project execution.

Experience of overseeing and coordinating with diverse teams to ensure the projects are delivered in scope and are high-quality solutions. Hands on skills in System Administration, VMware, Cisco, Windows, Linux, Cloud, Fortinet and other vendor technologies.

An all-rounded personality which combines technical expertise in **IT & Cybersecurity** with strong **Business** acumen.

Holds **Master's degree** from **London Metropolitan University (MSc in Computer Networking & Cybersecurity)** and an **MBA** from **AIAS** in **Business Administration**.

Forward-thinking individual consistently embracing cutting-edge technologies for business innovation, with a keen ability to rapidly adapt and acquire new skills. Pursuing CISSP with a keen interest in AI & Cybersecurity.

## ■ ACADEMIC DETAILS

- **Master of Science** in Computer Networking & Cybersecurity from London Metropolitan University, London | 2023
- **MBA** from AIAS with Emphasis on **Business Management**, Silang Cavite, Philippines | 2015
- **Bachelor of Commerce** from the University of Bombay, Mumbai India | 1994

## ■ TRAININGS

- **VMware Certified Professional 5 (VCP5)** from HP and **RedHat System Admin** from IPSR | 2011
- Messaging Security using **Microsoft Exchange Server 2007** | 2010.
- **Microsoft Exchange (5.5, 2000, 2003)** from Wipro | 2005.
- **Red Hat Linux** from IPSR, **CCNA** from Tech Networks and **Oracle 8i** from Concourse | 2004
- **Oracle 7.3** from A.S.S.E.T. Aptech School for Software Exports Training | 1998
- **Artificial Intelligence, Prompt engineering** from LinkedIn and various other related product.

## ■ CERTIFICATIONS

- Microsoft Certified System Engineer (**MCSE**) from Microsoft (ID 2984103) | 2004

## ■ WORK EXPERIENCE

IT Specialist: [Dar Al Handasah](#) April 2015 – Sep 2022

- Successfully built a new Data Center complete with ESXi servers, backup systems, storage and a whole gamut of technology to serve a 10-floor building with 500+ users. Oversaw the entire process from design of the physical infrastructure up to the final implementation of the software components of the project.
- Orchestrated and managed the implementation of VMware servers, Cisco IP telephony, routers, switches, backup systems, Fortinet Firewall, conference rooms, fingerprint systems, security camera networks, and other monitoring systems in collaboration with SMEs from various teams.
- Installed physical hardware such as Dell PowerEdge DL380 servers, Hp Storage, Routers, Switches, Wireless routers and troubleshooted them. Ensured network connectivity of fibre optic, ethernet cabling to data center from all the floors was maintained up to date records of the network.
- Configured on premises VMware server and installed several Windows 2019 servers related to specific applications. These included Accounting, Payroll, Finance, Document Management system, File repository, Project Management, Primavera, Security, Software, Backup, Kaspersky, Patch management, Imaging, Engineering data and several other servers.
- Optimized VMware server and used features such as Vmotion, HA, DRS, FT etc. to ensure availability and reliability of services. Configured the HP storage Features such as Raid 1+0
- Patched Servers, Computers, applications, devices, etc., on a regular basis to ensure Vulnerability Mitigation and reduce risk to infrastructure. Maintained systems and their data backups on media at an offsite location in line with corporate IT policy. Ensured that all aspects related to cybersecurity are promptly dealt with.
- Led day-to-day IT operations for over seven years, reporting to the Area Operational Manager and coordinating with the Global IT team on technical aspects. Worked in a fast-paced Engineering office and Handled help desk

issues of over 500+ users. Trained and directed a team of Saudi IT staff to handle IT support calls in time.

- Collaborated with the team members and global Security team to identify and mitigate vulnerabilities, ensuring compliance with established standards. Escalated issues and attended Group IT meeting for new implementations.
- Managed product sourcing, contractor negotiations, and vendor coordination for seamless installations.
- Ensured daily operational excellence by conducting regular checks and updates for all IT components.
- Used PRTG monitoring to ensure that connectivity with multiple vendors was maintained and troubleshooted Fortinet Firewall issues. Coordinated with ISP in case of issue with speed, connectivity or other issues.
- Proactively maintained the functionality of all components, promptly addressing hardware issues to prevent disruptions in production. Oversaw security and data replication for engineering data across multiple sites, coordinating IT requirements for visiting engineers.
- Played a pivotal role in server migration and the construction of a new infrastructure, adhering strictly to the latest IT audit standards. Configured endpoints through Kaspersky and implemented policies.
- Maintained the multi-tenant setup with various clients such as Aramco and remained compliant with ARAMCO cybersecurity standards, guaranteeing trouble-free computing and other services.

### **System Analyst : Penspen International Limited**

**Sept 2012 - Mar 2015**

- Managed the maintenance and upgrade of Oracle Primavera Contract Management (PCM), ensuring 24/7 availability of critical applications and its backend MS-SQL server for contractors and internal employees. Upgraded Oracle Primavera Contract Management (OPCM) and migrated databases to MS-SQL database 11i, also upgrading Primavera EPPM to version 8.2. Implemented scheduled backups to offsite storage and successfully recovered from both hardware and software disasters. Monitored SQL database performance.
- Provided comprehensive support, handling system queries and modifying reports and forms in PCM. Delivered management reports, incorporating data from all sites and document statistics. Led the successful migration of a major software and server upgrade, securing all documents on the KJO server.
- Conducted root cause analyses for major incidents and IT crashes, offering expertise in ongoing performance tuning. Pioneered training sessions for users on applications and Microsoft Office tools. Administered performance tuning of databases, resolving issues with Tomcat, Java, and applications. Modified forms and reports as needed using Sybase tool Infomaker.
- Collaborated with other IT groups to ensure a robust support structure, providing training to Document controllers, Contractors, and KJO employees on using the Contract Manager Document Management system.

### **System Administrator: Tadmur Holding**

**Oct 2005 - May 2011**

- Oversaw a network of 500+ users and nodes connected to the company's data center for the group of companies.
- Directed implementation of cutting-edge technologies such as Riverbed, Apache Linux proxies, Citrix, Oracle & UTM devices and more. Deployed different Linux variants, configuration of Apache services, mail server (Sendmail, Postfix, POP, IMAP) configuration, DNS (BIND) service configuration, Firewall Configuration (Iptables), Kernel Compilations and Securing servers through Iptables and SELinux
- Carried out software implementation projects for Primavera 6 with Project Partners LLC (Canada), Pilot tested and introduced UTM SonicWALL which was helped communication with construction projects and sites.
- Worked with major consultants like Mannai for installation of HP servers and datacenter setup, Security systems, Fingerprint scanning system, Document Management system and more.
- Lead pre-project evaluation through frequent discussions with project managers, department head and other stakeholders Managed the IT requirements & Infrastructure needs of the group of companies.
- Handled different roles during tenure which included helpdesk, hardware installation, repair, network cabling, IP telephony setup. Handled all escalated issues of the IT Helpdesk team and provided timely resolution to all technical problems. Introduced remote desktop troubleshooting, inventory management and several other tools.
- Implemented & Administered ISA 2006 Servers and Linux based Squid servers; engaged in maintenance of several servers for Active directory, messaging, Citrix, Proxy, Antivirus and Primavera
- Facilitated in Recipient Updates Services, Recipient, Mailbox Manager, System Policies, Mail flow Offline address book generation, Site Consolidation, Recovery Storage groups support and more.
- Contributed as a Key Member of the committee for the complete revamping of Tadmur websites.

### **Information Technology Officer: Residensea Resorts Ltd.**

**Mar 2004 – Sep 2004**

- Managed the IT infrastructure of the world's richest passenger ship, "The World," and provided top-notch IT services to support the hospitality services on the ship.
- Managed the Active Directory, Ship Network and administered it.

- Administered and maintained the data connectivity of all Windows Embedded Televisions, Bluetooth access points, point-of-sale units, satellite internet connection, computer networks, and printers.
- Headed a team of two junior officers and ensured world-class customer service to all customers aboard; managed backup for email stores, data, Fidelio ERP, video content and handled customer support.
- Managed two internet cafés for residents and crew through ERP software; handled the ERP system Fidelio for hotel management and processed all data on a daily basis.
- Liaised with the Germany office to solve all issues relating to the ERP system with the vendor in conjunction with the Miami office.

**Technical Consultant      Wipro Spectramind**

**Mar 2005 – Sep 2005**

- Contributed as part of the Microsoft Global Product Support Services team for Microsoft; provided US and Canada customers' technical support on their Microsoft exchange issues.
- Assisted in troubleshooting Exchange server Problems, Exchange Clustering, Troubleshooting mail flow issues, Disaster recovery, Recipient Updates Services, Recipient, Mailbox Manager, System Policies, Mail flow, Offline address book generation, Site Consolidation, Recovery Storage groups support, Exchange Migration, active directory issues, etc.
- Engaged on troubleshooting issues related to XADM -- Public folder replication / Offline Address Book / GAL. All XADM issue issues. Carried out triages for exchange issue with the team.

**Systems Analyst      QATAR Shipping Company**

**Feb 2001 – Mar 2004**

- Managed the upkeep and upgrade of the fleet of ship's IT infrastructure by physically visiting them. Managed troubleshooting for servers and PCs across the office and the Ship's network, providing 24/7 support.
- Managed network integration during a company merger and designed the network for Qatar Engineering.
- Implemented a Windows 2000 Active Directory domain and migrated systems from Windows NT to Windows 2000. Installed secure communication systems, including AMOS email servers and Microsoft ISA servers.
- Deployed a client/server PMS system on ships, upgraded ERP SES across the fleet, and provided training. Offered 24/7 telephonic assistance to captains and officers for software, hardware, and communication issues.
- Authored policy documents for IT, Disaster Recovery Planning, and Backup policies
- Handled programming of Shareholders Share certificate distribution, AGM Reception system and Cheques printing program. Developed the QSHIP.COM website, creating programs for data efficiency and task automation.

**Network Coordinator      Al Suwaidi Contracting**

**Nov. 1995 - Feb 2001**

- Implemented a payroll automation application, reducing processing time by 60% and saving thousands of dollars annually by eliminating the need for physical timecards.
- Set up IBM Netfinity 5500 Servers with RAID 5, ISA server, intranet web server, intra-departmental email, and centralized PC-based faxing. Pioneered the first in-house email server, providing installation and user training for PC-based email systems on every project. Developed modules for Material Management & Human Resources, streamlining document management, payroll processing, and HR/administration.
- Installed a complete network for the head office, connecting two buildings and multiple departments.
- Created PC-based versions of AS400 applications and deployed them across projects. Developed scripts to transfer compressed data from all site offices, merging data into one dataset.
- Upgraded Microsoft Exchange server and successfully implemented it throughout the company. Provided help desk support for networking issues and problems with created programs.

**Programmer:      Yusho Corporation**

**June 1994 - Oct 1995**

- Developed and maintained a database application in FoxPro to manage the complete international recruitment process for Yusho Corporation, including screening resumes, capturing user data, generating reports, scheduling interviews, and assisting foreign delegates. This application digitalized the entire paper-based process and reduced recruitment processes.

**TECHNOLOGIES:** Windows 3x - 2012 | Active Directory | MS-Exchange 5.5-2013 | SQL | SharePoint | VMware | MS Virtualization(Azure)| AWS Amazon Web Services | Networking | VoIP and Security | Oracle Applications + related components (P6, Oracle's Primavera ContractManagement, Oracle 11g, Microsoft SQL server, Linux, IIS , Weblogic) | CUCM (Telephony) | Fortinet FortiGate (Firewall next generation) | LogRhythm (Security Information & Event Management) | Python Programming | PowerShell scripting | Nexthink Dex