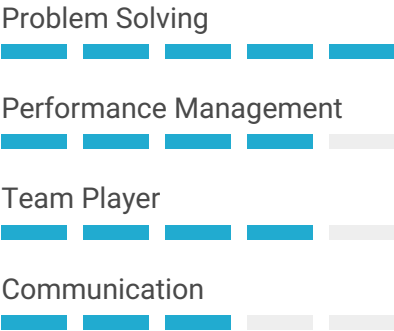# MOHAMMAD AZHARUDDIN

IT Infrastructure & Microsoft 365 Specialist | Cloud & Security Operations |Automation

06-March-1989   Male

+971557550081   m.azhar.la08@gmail.com

Dubai, U.A.E

ADDITIONAL SKILLS

Problem Solving

Performance Management

Team Player

Communication

COURSES

Leadership Training: Outskill 2 Day AI Mastermind
2025

Computer Hardware and Networking
May 2005 - June 2007

Jetking Computer Centre, Hubli

LANGUAGES

English - Technical level

Hindi - Fluid

Urdu - Native

Kannada - Fluid

INTERESTS

AI Exploration

Dune Bashing

PROFESSIONAL SUMMARY

Senior IT Infrastructure & Microsoft 365 Specialist with 10+ years of enterprise experience in the UAE,covering Microsoft 365 administration, tenant migrations, Entra ID (Azure AD), Intune/MDM, ExchangeOnline, SharePoint/Teams governance, network security, and end-user IT support. Hands-on withFortiGate firewalls, LAN/WAN operations, monitoring (NinjaRMM, Zabbix, PRTG), backup/DR planning,and IT service delivery. Known for simplifying operational work through practical scripting/automation andAI-assisted troubleshooting, reporting, and documentation—while maintaining secure, stable, and scalableenvironments.

CORE SKILLS

- Microsoft 365 (Admin Center), Exchange Online, SharePoint/Teams Governance
- Entra ID (Azure AD): MFA, Conditional Access, SSO; Intune/MDM Compliance & Configuration
- Security: Microsoft Defender, Mimecast, Access Reviews, Data Governance (Sensitivity/RetentionLabels)
- Network & Infrastructure: FortiGate, LAN/WAN, Routers/Switches, Windows Server, NAS
- Monitoring/RMM: NinjaRMM, Zabbix, PRTG; ITSM: ServiceNow, Freshservice
- Automation: PowerShell, VBScript/WScript; AI-assisted documentation & operations reporting

PROFESSIONAL EXPERIENCE

IT Support (AI-Assisted Operations)   March 2024 - Till Date
Fort Energy Refining Middle East DMCC, Dubai, UAE
- Microsoft 365 administration: users, groups, licensing, access and security configuration
- Tenant migration support: planning, execution, cutover and post-migration stabilization
- Intune/MDM: enrollment, compliance baselines, configuration and app protection policies
- Entra ID: SSO application onboarding, MFA and Conditional Access controls
- Implemented Sensitivity and Retention Labels to support data classification

and compliance• Conducted structured audits across guest users, SharePoint/Teams workspaces, Defender/Mimecastcontrols, RMM and firewall policies
- Designed and implemented Exchange Online NAS backup workflow with scheduling, validation andreporting
- Used AI tools to accelerate troubleshooting, summarize alerts/logs, and produce KB/SOP documentation

Customer Support Engineer   Dec 2014 - Feb 2024
Alpha Data L.L.C, Dubai, UAE

- Enterprise IT support and systems administration across customer environments
- Configured FortiGate firewall components (interfaces, policies, static routes)
  and network devices(switches/APs)
- Windows Server administration and LAN/WAN troubleshooting with performance monitoring
- NAS storage administration (user accounts, folder permissions)• Monitoring
  using Zabbix and PRTG; proactive alerting to reduce downtime
- Ticket management and escalation via ServiceNow to meet SLAs and improve user satisfaction

PROJECTS, TOOLS & AUTOMATION (VERIFIED PORTFOLIO)

- ExchangeNasBackupApp: Exchange Online NAS backup/export workflow with validation andreporting to improve DR and audit readiness
- EyeWall: Multi-display overlay/monitoring application (Electron) for operational visibility use cases
- UserAccessExplorer: Access visibility tool for user/group/permission review
  to support audits andinvestigations
- NetworkSpeedMonitor: Lightweight connectivity monitoring utility for faster troubleshooting
- MailboxApp & Convert Mailboxes: Mailbox operations and bulk conversion utilities supporting M365administration and migration activities
- PowerShell automation library: scripts for mailbox checks, SharePoint access reviews, notifications,Windows updates, time sync, and security cleanup tasks

EDUCATION

Singhania University   2011 - 2014
Bachelor of Computer Applications