MOHAMMAD AZHARUDDIN

AI-Assisted IT Infrastructure & Automation Specialist

Dubai, U.A.E   +971 55 755 0081   m.azhar.la08@gmail.com

PROFESSIONAL SUMMARY

AI-Assisted IT Infrastructure & Automation Specialist with 10+ years of enterprise experience across Microsoft 365, cloud operations, cybersecurity, network administration, and IT service delivery. Proven expertise in Microsoft 365 tenant migrations, Exchange Online administration, Intune/MDM deployment, Azure AD/Entra ID SSO configuration, security audits, and network infrastructure management. Leverages generative AI tools to accelerate troubleshooting, reporting, documentation, and workflow automation — improving IT operational efficiency, security posture, and service reliability without manual software development. Recognized for delivering stable, secure, and scalable IT environments aligned with business needs.

TECHNICAL SKILLS

- Microsoft 365 Admin Center – User management, security compliance, tenant operations
- Microsoft 365 Tenant Migration – Planning and execution with minimal downtime
- Exchange Online – Mailbox administration, mail-flow, reporting
- Microsoft Intune / MDM – Device compliance, configuration & endpoint governance
- Azure AD / Entra ID – SSO, MFA, Conditional Access
- Microsoft Sensitivity & Retention Labels – Data classification & compliance policies
- Network Infrastructure – Router, Switch & Firewall configuration and troubleshooting
- Firewall & Email Security – FortiGate & Mimecast administration
- Backup, Recovery & Disaster Recovery (DR) Planning – Backup scheduling, restore validation, RPO/RTO alignment
- Monitoring & RMM – NinjaRMM, Zabbix, PRTG
- Security Audits & Zero Trust Access Controls
- AI-Assisted Automation – AI-based troubleshooting, reporting & documentation workflows

PROFESSIONAL EXPERIENCE

IT Infrastructure Specialist – Fort Energy Refining Middle East DMCC, Dubai (Mar 2024 – Present)
- Managed Microsoft 365 tenant operations ensuring high service availability.
- Led Microsoft 365 tenant migration activities with minimal business disruption.
- Implemented Microsoft Sensitivity & Retention labels for compliance and data protection.
- Configured Azure AD/Entra ID SSO and Conditional Access policies.
- Designed AI-assisted workflows for IT reporting, troubleshooting and documentation.
- Implemented Exchange Online → NAS backup workflow with validation and reporting.
- Configured and troubleshot routers, switches and firewalls to maintain secure connectivity.
- Conducted security audits across M365, SharePoint, Defender, Mimecast and firewall policies.

Customer Support Engineer – Alpha Data L.L.C, Dubai (Dec 2014 – Feb 2024)
- Configured FortiGate firewall interfaces, policies and static routes.
- Configured network switches and wireless access points.
- Administered Windows Server and NAS storage systems.
- Monitored network performance using Zabbix and PRTG.
- Implemented backup and recovery procedures with defined RPO/RTO.
- Managed IT asset procurement and ServiceNow ticketing.

EDUCATION

- Bachelor of Computer Applications (BCA) – Singhania University (2011–2014)
- Computer Hardware & Networking – Jetking (2005–2007)

LANGUAGES

- English – Professional
- Hindi – Fluent
- Urdu – Native
- Kannada – Fluent