



FARHAN MOHAMMED FATHAH

IT Support & Infrastructure Engineer

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Dubai

PROFESSIONAL SUMMARY

IT Support Specialist with 10+ years of experience in fast-paced environments like ENOC and Expo 2020 Dubai. Skilled in Active Directory, Microsoft 365, networking, and user support, with a proven ability to resolve complex issues and enhance system performance. Certified in Microsoft SC-300 and ISC2 CC, with hands-on experience in identity management and cybersecurity support.

SKILLS

- **Cloud & Identity Management:** Microsoft Entra ID, Conditional Access, MFA, Microsoft 365 user & group administration
- **Virtualization & Infrastructure:** VMware, Microsoft Hyper-V
- **Cybersecurity:** CIA triad, access controls, security principles, risk management, incident response practices
- **Networking:** CCNA-level knowledge in IP addressing, subnetting, routing, and switching
- **System Administration:** Windows 10/11, Windows Server, Office 365, Active Directory, Group Policy, system deployment, troubleshooting
- **ITSM & Monitoring Tools:** BMC Remedy, ManageEngine ServiceDesk, BMC TrueSight, Entuity, NetFlow Analyzer

CERTIFICATIONS

- Certified in Cybersecurity, (ISC)2 CC
- Internship in Cybersecurity from National Institute of Electronics & Information Technology(NIELIT)
- IBM Cloud Core essential
- Customer Service, Excelledia
- CCNA
- Microsoft SC-300 Identity and Access Management Associate

EXPERIENCE

Emirates National Oil Company

Dubai

Feb 2022 - Present

IT SUPPORT SPECIALIST & NOC ANALYST

ENOC, a major energy and retail group in Dubai, relies on robust and secure IT operations to support 24/7 services across critical infrastructure. In my role, I supported core systems, end-users, and collaborated closely with cybersecurity teams to uphold secure access, monitor threats, and respond to identity-related risks.

- Delivered IT support to 3,500+ users, managing user accounts, group policies, and access in Active Directory and Microsoft 365, including license assignments and hybrid identity sync support.
- Streamlined onboarding and offboarding workflows using Microsoft Entra ID (Azure AD), enabling secure and timely provisioning and deprovisioning.

- Reset compromised user passwords and enforced MFA following breach alerts, aligning with identity protection policies and SC-300 concepts.
- Collaborated with cybersecurity teams to verify VPN access attempts from outside countries, confirming legitimate use with end-users and flagging suspicious behavior for further investigation.
- Performed AV scans and cleanup on systems potentially affected by malicious websites or phishing links, contributing to endpoint threat mitigation.
- Proactively responded to Microsoft Entra ID sign-in risk and user risk alerts, disabling accounts or limiting access where needed, in coordination with the SOC.
- Supported deployment and troubleshooting of Microsoft 365 services, including Exchange Online, Teams, and SharePoint, helping maintain collaboration tools across the enterprise.
- Resolved incidents through BMC Remedy, ensuring SLA compliance and quality service delivery across Tier 1 and Tier 2 support.
- Monitored network infrastructure using BMC TrueSight, Entuity, and alerting tools, identifying early signs of service degradation or unusual traffic.
- Supported critical retail systems (POS, Pumpomat, PS-DOMS), collaborating with vendors for timely issue resolution and system recovery.
- Awarded Certificate of Recognition (Q2 2023) for exceptional user support, remote troubleshooting, and cross-functional teamwork.

Expo 2020

Dubai

Jun 2021 - Feb 2022

IT TECHNICAL SUPPORT ENGINEER

Expo 2020 Dubai was one of the largest global events, hosting 190+ participating countries and millions of visitors. IT infrastructure played a mission-critical role in enabling seamless operations, real-time connectivity, security, and visitor engagement across the Mobility Zone. As part of the frontline IT team, I ensured stability, responsiveness, and excellence in technical support throughout this high-profile international event.

- Spearheaded ITIL-based support operations using ManageEngine, achieving 98% SLA adherence and reducing incident backlog by 40%.
- Optimized system performance across 500+ endpoints by deploying secure Windows builds and automating patch management.
- Built and maintained gold-standard desktop images via Acronis, cutting deployment time by 60%.
- Resolved high-impact AD, VPN (Cisco AnyConnect), and Outlook issues, improving user uptime and satisfaction scores.
- Collaborated with NOC/Cybersecurity teams to implement firewall rules and harden network access—zero breaches recorded.
- Delivered flawless AV, CCTV, and VMS/SMS support at Expo 2020, enhancing operational readiness and user experience.

KPFF Global

Dubai

Aug 2015 - Aug 2020

IT COORDINATOR

At KPFF Global, a leading construction consultancy, IT plays a vital role in powering engineering design, project collaboration, and operational efficiency. Supporting both corporate systems and specialized construction software, I ensured uninterrupted access to tools critical for planning, modeling, and delivery—enabling teams to meet tight deadlines and maintain project excellence.

- Led IT operations and maintenance across users, servers, and infrastructure—ensuring 99.9% system uptime.
- Administered AD 2012 R2 and Exchange Online, streamlining user access, policies, and permissions for 40+ employees.
- Optimized Office 365 and network printer performance, reducing support requests by 35% through proactive troubleshooting.
- Managed hardware, software, and network assets end-to-end, including backups, patching, and license compliance.
- Supported critical infrastructure—firewalls, routers, switches, PABX, and biometrics during major network expansions.
- Enhanced service delivery by standardizing device setups, mobile mail configurations, and reimaging workflows.
- Maintained inventory of parts for emergency repairs.

Infosys Ltd

Bengaluru

Jun 2013 - Dec 2014

SYSTEM ENGINEER

Started my IT career with Infosys Ltd through campus placement in 2012, assigned to the prestigious Daimler Mercedes-Benz European Data Centre project. In this high-availability environment, I ensured seamless operations and infrastructure stability through proactive monitoring and support. My contributions helped maintain 24/7 uptime across critical systems, earning recognition for reliability and technical excellence.

- Monitored Daimler Mercedes-Benz Data Centre environment end-to-end, ensuring 24/7 system health and uptime.
- Provided expert support for HP/Dell servers, VMware, and Windows infrastructure, resolving LAN/WAN issues efficiently.
- Acted as key liaison in change management, ensuring smooth transitions and zero-impact deployments.
- Utilized Nagios and SCOM for real-time monitoring; resolved incidents within SLA to maintain service reliability.
- Maintained enterprise systems with timely OS installs, patching, and compliance-driven reporting.
- Supported ITIL process owners and enhanced service quality through clear documentation and cross-functional collaboration.

EDUCATION

Visvesvaraya
Technological
University (VTU)

Mar 2012

Bachelor of Engineering in Electronics and Telecommunications

GPA: 6.8

ACCOMPLISHMENTS

Awarded Certificate of Recognition by ENOC (Q2 2023) for dedication, guiding end-users remotely and on-site, and driving team success.

REFERENCES

References available upon request

LOOKING AHEAD

Eager to contribute technical expertise, problem-solving skills, and leadership to a forward-thinking IT team dedicated to innovation, reliability, and operational excellence.