



R. PAUL FREDRICK

Mobile: +91 9876543210 ~ E-Mail: paul.fredrick84@gmail.com DOB: Sep 27, 1984



A technically savvy CCNA certified, IT Infrastructure Lead with a **11+ Years** of experience in installing, maintaining, and troubleshooting network systems, possess broad expertise in IT services, network & telecommunications services, full project life cycle management, client / vendor relationship and operational management Effective troubleshooter with ability to manage time and priorities efficiently with a keen ability to provide end user technical support for the company's employees. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with my team.

STRENGTH

Software Installation
Network Designing
Switches
Strategic Planning

Scrum Methodology
Project Management
SharePoint Management
Training and Development

Exchange Server
Security (Mimecast)
Active Directory
Virtual environment

Microsoft 365 & Azure
Microsoft Dynamic 365 & CRM
ITIL Process Admin
Windows Patch Management

SYNOPSIS

- ▶ Extensive experience of Routers / Switches (L2 & L3), Wireless Access Points (AP), LAN / WAN /WLAN, Hardware / Software, Design, Testing & Commissioning, Integration, Network Operations/Administrations, Multi-Service Networks (MSN), Cisco Networks and Fiber Optic Networks (FON).
- ▶ Troubleshooting and customize office 365 application including Word, PowerPoint, Outlook, Excel, OneNote. Expert in network security protocols, anti-virus and firewall configuration. Proven ability to integrate old systems and databases with new software applications and advanced technology.
- ▶ Experience in planning and build redundancy into existing systems to eliminate downtime due to server failure
- ▶ Strong analytical and communication skills. Proven track record of answering business questions using a quantitative, data-driven, analytical approach.
- ▶ Strategically configured 16 laptops and handover to users for the normal access with complete configuration in a critical day of pipe burst disaster without any business loss and received management appreciation.
- ▶ Strong knowledge of network hardware including servers, routers, and other computer devices.
- ▶ Assisted the management in managing the development and implementation of standards, processes, and systems required to deliver high quality and consistent support.
- ▶ Proficient in IT Service Management- Delivery & Support Business Analysis & Intelligence Reporting Service Catalogue & Project management.
- ▶ Possess a sense of urgency and a commitment to timely completion of projects. Attention to detail along with a commitment to quality. Worked as a part of migration team from exchange 2010 to office 365
- ▶ Possess a sense of urgency and a commitment to timely completion of projects. Attention to detail along with a commitment to quality.
- ▶ In-depth knowledge of TCP/IP, high availability, load balancing, and remote management complements outstanding relationship management, analysis, and problem resolution skills as well as outstanding organizational, multitasking, and team building skills at all levels.
- ▶ SharePoint Server & Farm Installation, Services Installation, Services Configuration.
- ▶ Re-architecting the SharePoint infrastructure to enhance performance, decrease deployment time periods, and add disaster recovery.
- ▶ Proficiency in English and Tamil gives an edge to handle different communities of people.

MAJOR TECHNICAL SKILLS

- **Operating System:** Windows10 , Windows11, Windows server 2016,2019,2022.
- **Hardware:** IBM desktops & IBM servers, Lenovo , HP, Dell servers
- **User Management:** Internal & External user support, Manage Engine tool for user support (ITIL) Platforms: Microsoft Office, Auto cad, Cisco VPN, Microsoft Teams, Livelink (DMS), Alcatel Opentouch, Manage Engine, SAP Client software, SharePoint, OneDrive and Security Management.
- **Microsoft Cloud:** Managing admin console of office 365 & Azure cloud.
- **Communication:** Microsoft Teams, Lifesize Video Conferencing & Arkadin Conference.
- **Client Security:** Antivirus Security.
- **Backup Technology:** Veeam backup | Arcserv backup | Druva Backup.
- **Virtualization:** Microsoft Hyper-V technology | VMware technology.
- **SharePoint:** User Management in central admin, Web portal update.

IT System Administrator

Apparel Group Dubai, UAE

Feb 2025 – Present



Managing IT Infrastructure, responsible for administrating and maintaining all IT systems, servers, Virtual Management, Backup & security, and communications. Monitoring and Managing IT Tickets (Fresh Service Tools).

- ▶ Managing Users & Devices by Active Directory and Azure Cloud (**Microsoft Entra**) and syncing users from AD to M365 by MS Sync
- ▶ Managing Online Exchange Admin Console, Microsoft Teams Admin Console, Security & Compliance, Microsoft Entra (Azure) and Office365 Admin Console.
- ▶ Managing Email Security by using **Mimecast**. Monitoring and solving the Email security issue using this Mimecast application.
- ▶ Managing Virtual servers and Clusters using vSphere.
- ▶ Immediate implementation of Microsoft Teams for effective business continuity due to COVID19 situation
- ▶ Managing IT Tickets by using ITIL tool (Fresh Services) using this tool management will measure my KPI by monitoring the SLA.
- ▶ Managing user's backup by using Druva Cloud and for the user's security we are using Sentinel One application to manage user's devices from Risk and Vulnerability.
- ▶ Managing other Branch Office, Stores and other country Branch Offices through TeamViewer Tensor account. By using this I am troubleshooting the other branch's office user system.
- ▶ Managing Windows Patches by using Manage Engine Patch Management Plus. I will test all the Windows patches in test environments before pushing to the Live Environment. Especially every Tuesday Microsoft will release major updates for the Windows systems and that I will tested in the test environment before getting into the live.

*Managing **Office365 Infrastructure**, responsible for administrating and maintaining all IT systems: computers, servers, switches, storage, and communications. Monitoring and maintaining network systems.*

- ▶ Work and manage users of SharePoint. Troubleshoot and customize office 365 applications. Administrate Office 365 & manage Azure (Cloud) admin console along with Active Directory Management SharePoint user Management.
- ▶ Managing **Online Exchange Admin Console**, **Microsoft Teams Admin Console** and **Office365 Admin Console**.
- ▶ Managing Azure Active Directory, User Administration, Monitoring User Security, User Profile & Organization Update.
- ▶ Managing and coordinating with **Etisalat** for the network and office365 support. Coordinating with **Microsoft Support Team** for the critical issues and new updates.
- ▶ Managing and visiting frequently other site office in UAE. Immediate onsite support for the critical issues.
- ▶ Online support and regular monitoring in COVID19 situation.
- ▶ Immediate implementation of Microsoft Teams for effective business continuity due to COVID19 situation
- ▶ Managing **FortiGate Firewall** for infrastructure security.
- ▶ Info trend NAS Storage project implementation for file storage and file sharing.
- ▶ Restructuring and revamping the complete infrastructure from the unstructured infrastructure.
- ▶ Managing user security for OneDrive File sharing, SharePoint, Microsoft Teams
- ▶ Recruiting IT Engineers and other software engineers for our production environment.
- ▶ Immediate Implementation of Microsoft Teams for business communication without downtime in COVID19 situation.
- ▶ Managing ERP application in Microsoft Navision Platform.
- ▶ **Managing Mimecast** for the Email security (Message Tracing, Email Security Policy Management Etc ..)



- ▶ Infrastructure implementation and project management in **Downtown Vida Mall** project.
- ▶ Managing **ITIL Process** using **Manage Engine Service Desk Plus**
- ▶ Maintaining IT infrastructure and IT team management in **Dubai Creek Harbor point (DCHP)**
- ▶ Managing IT infrastructure in **Address Fujairah Hotel (Fujairah)** and frequent visit for the support.
- ▶ Implementing IT infrastructure in **Opera Grand Tower (Dubai)** and managing IT team for the support.
- ▶ Managing IT infrastructure and IT team for the **Jewels of Creek (JOC Dubai)** Project in Dubai.
 - IT infrastructure implementation in **family hotel project (Abu Dhabi)** and managing IT Team
 - ▶ for the user Support.
- ▶ Managing IT Team and technical support for the **Dubai Waterfront Development (DWD)** project
 - ▶ and frequent site visit for the IT support.
- ▶ Paperless project implementation in SharePoint for managing paper usage and huge cost saving.
- ▶ NAS Info trend backup solution is implemented for the data loss prevention and managing storage and managing user permission for the project folders created in NAS storage.
- ▶ Implemented asset and project management tools (IT Service Desk) for managing the asset in organized manner.
- ▶ IT Infrastructure setup in **IRAQ Project (Central Bank Of Iraq)**, Complete IT setup with highly secured network and co-ordinating with iraq suppliers from here in UAE to arrange all the setup. Supporting end users from here through remote.

Managing 11 countries through IT Help desk, responsible for administrating and maintaining all IT systems: computers, servers, switches, storage and communications. Install ADDS, DNS, DHCP and maintain the roles

- ▶ Actively manage IT systems and projects including Cisco Gear, Virtual environment (Hyper-V & VMware), Server environment, and lead with any consultants on any advanced system support.
- ▶ Oversee IT operations to develop performance reports of all systems and recommends methods to increase and maintain performance.
- ▶ Responsible for installation and configuration of Windows Machines (Servers, End users) and maintain hardware and software.
- ▶ Manage DMS, Alcatel IP telephone system, Skype for Business, video conferencing system for other clusters, Client & Server backup application, Antivirus console and Asset Management Tool.
- ▶ Establish environment by designing system configuration; directing system installation; defining, documenting, & enforcing system standards.
- ▶ Work and manage users of SharePoint. Troubleshoot and customize office 365 applications. Administrate Office 365 & manage Azure (Cloud) admin console along with Active Directory Management SharePoint user Management.
- ▶ Monthly report generation of Alcatel phone system & IT Helpdesk system.
- ▶ Supported technologies including development, test, deployment & administration of Routers, Switches, Firewalls, remote access, VPN, VLAN to ensure security & availability of critical business information.
- ▶ Maximize IT performance by monitoring performance; troubleshooting IT problems and outages; scheduling upgrades; collaborating with network architects on IT optimization.
- ▶ User Profiles & My Site configuration within Central Administration including customizing User Profile Service.
- ▶ Security configuration, site templates/solutions and other administrative duties.
- ▶ Assists with the purchase of software, hardware, and other IT supplies.
- ▶ Generation of monthly reports.
- ▶ Managing CBOB Backup solutions.
- ▶ Weekly backup in tapes and storing it in the remote locations.

Snapshots of Highlighted Projects

- ▶ Implemented backup application for client and servers (**Druva**)
- ▶ Rearranged of IT asset using asset management tool.
- ▶ Alcatel IT Telephone System
- ▶ Antivirus Migration (**Escan**)
- ▶ IT Service Desk Migration (**Manage Engine**)
- ▶ Operation System Migration
- ▶ Skype for Business
- ▶ Sophos Endpoint Implementation
- ▶ Microsoft Exchange Migration
- ▶ From 2010 – 2016
- ▶ Implemented **Office 365** for Saudi (Riyadh) team

Technical Engineer

Jul 2011 – Jun 2012

Linkwell Communication LLC, Dubai, UAE



Recruited to assist with helpdesk and daily activities, including small development projects and rollouts, maintenance checks, cloud migrations and more

- ▶ Handled responsibilities of maintaining technical and operational documentation and training materials for installation and configuration activities
- ▶ Provided day-day technical support for network infrastructure and desktop systems software and hardware to ensure optimum operational efficiency
- ▶ Installed, configured and troubleshoot desktop systems, workstations, servers and network issues in a heterogeneous environment of corporate office and stores
- ▶ Signed up with Amazon web services, provisioned servers, and configured database services

EDUCATION

Masters (MCA), Computer Application

2011

The American College, Madurai, India

Bachelors (BBA), Business Administration

2008

Madurai Kamaraj University, Madurai, India

CERTIFICATION

Certification, Microsoft® Certified Technology Specialist in Windows 7 configuration (MCTS)

Certification, CCNA (Cisco Certified Network Associate)

Certification, Canada India Institutional Co-operation Project (Computer Hardware)

Certification, SISI Government of India