

# AKHIL DEV

Dubai, United Arab Emirates

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## PROFILE SUMMARY

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Experienced IT professional with 6+ years of hands-on experience in managing and optimizing complex IT infrastructure environments. Proficient in Windows Server administration, Microsoft 365, Azure cloud infrastructure, and virtualization technologies within hybrid environments. Strong expertise in implementing security policies, managing Active Directory (on-prem & Azure AD), endpoint protection, patch management, and disaster recovery. Skilled in Office 365 administration including Exchange Online, SharePoint, Teams, and Intune. Adept at provisioning new workloads in hybrid cloud infrastructure, upgrading Windows operating systems, and managing hardware refresh initiatives. With a strong track record in managing and monitoring data center infrastructure, supporting, maintaining, and troubleshooting a variety of systems and servers, I am eager to contribute to the success of any IT team.

## CORE TECHNICAL COMPETENCIES

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Microsoft Azure Administration • Hybrid Cloud Infrastructure Administration • Windows Server Administration (2012–2022) • Azure Cloud Infrastructure Management • Active Directory (On-Prem & Azure AD) • IaaS/PaaS/SaaS • Microsoft 365 Admin Center (Exchange Online, MS Teams, SharePoint and Intune) • Virtualization (VMware, Hyper-V) • Microsoft Server Environments (on-premises and cloud) • IT Security & Compliance • Identity & Access Management • Conditional Access Policies • Multi-Factor Authentication (MFA) • Group Policy Management • Networking (DNS, DHCP, TCP/IP, VLANs) • Backup & Disaster Recovery (Veeam, Acronis, Azure Site Recovery, High Availability) • Azure Networking (VNet, ExpressRoute) • Vulnerability Assessment • Patch Management • System Center Configuration Manager (SCCM) • Endpoint Protection • Infrastructure as Code (IaC) • Exchange Server • SQL Server Management Studio • Windows Server Update Services (WSUS) • Privileged Access Management (PAM) • Incident Management & Tier 2 Support • SLA Compliance & Service Optimization • ITIL Framework

## PROFESSIONAL CERTIFICATIONS

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- **Microsoft Certified: Azure Administrator Associate** - Microsoft
- **Microsoft Certified: Azure Virtual Desktop Specialty** - Microsoft
- **Microsoft Certified Solutions Expert (MCSE)** - Microsoft
- **Microsoft 365 Administration** - LinkedIn Learning
- **Cisco Certified Network Associate Routing and Switching** - Cisco
- **AWS Identity and Access Management (IAM)** - Amazon Web Services (AWS)
- **ICSI Certified: Network Security Specialist** - ICSI (International CyberSecurity Institute), UK

## PROFESSIONAL EXPERIENCE

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### Systems Engineer

Al-Futtaim

May 2022 - Present

Dubai, United Arab Emirates

#### Responsibilities:

- Manage and monitor data center infrastructure across on-premises and cloud environments, encompassing networking, servers, storage systems, and hybrid cloud infrastructure while ensuring 24x7 availability and optimal performance.
- Administer and support Microsoft 365 products such as MS Teams, Exchange Online, SharePoint, and Intune ensuring compliance, user access control, and configurations.
- Deploy, maintain, and optimize Microsoft enterprise solutions including MS SQL Server, Active Directory, DNS, DHCP, Group Policy, Azure Cloud Infrastructure, and Office 365 for enterprise customers, ensuring strict adherence to contractual SLAs, quality standards, and compliance requirements.

- Implement and enforce security policies and procedures, including user access controls, system configurations, patch management using SCCM, WSUS and Ivanti, and regular vulnerability assessments to maintain a secure enterprise environment.
- Oversee network infrastructure, including the configuration and maintenance of firewalls, routers, switches, and VPNs to ensure secure and reliable connectivity.
- Execute proactive system monitoring, capacity planning, and performance optimization across on-premises and Azure environments, implementing tuning strategies to maintain high availability, scalability, and resource efficiency while identifying and resolving system bottlenecks.
- Provide Tier 2/3 technical support for critical business systems, troubleshoot complex network issues and server failures, respond to P1 incidents with rapid resolution, and conduct proactive analysis to prevent recurring issues through advanced monitoring and root cause analysis.
- Design, install, configure, and troubleshoot Azure Virtual Desktop (AVD) solutions including Personal and Pooled desktops, Application Virtualization, performance analysis, and optimization recommendations to enhance user experience and system efficiency.
- Implement comprehensive security frameworks including patch management policies, vulnerability assessments, security updates, compliance monitoring, and audit policy adherence to maintain enterprise-grade security posture and regulatory compliance.
- Plan and execute large-scale Windows Operating System upgrades to 2019/2022 versions, manage hardware refresh initiatives, and stay current with latest technologies and industry best practices while ensuring zero downtime migrations.
- Utilize enterprise monitoring tools including IBM System Director, SolarWinds NPM, SCOM, Azure Monitor, Dynatrace, Check Point Smart View, Exchange Management Console, Uptime Robot, and DCIM to provide comprehensive infrastructure visibility and predictive analytics.
- Administer Intune MDM for secure mobile access, application deployment, and endpoint compliance.

## **Systems Engineer**

Smart Vision for Information Systems

August 2021 - May 2022

Abu Dhabi, United Arab Emirates

### Responsibilities:

- Managed and monitored all installed systems and infrastructure, ensuring their smooth operation and optimal performance.
- Administered and maintained on-premises Windows Server environments, ensuring system reliability and performance.
- Administered systems such as Windows, Active Directory, Exchange, and SharePoint, diagnosing system issues, predicting future trends, and providing recommendations for client solutions.
- Proactively ensured the highest levels of systems and infrastructure availability, minimizing downtime and disruptions.
- Monitored and tested application performance, identified bottlenecks, and collaborated with developers to implement effective solutions.
- Implemented security, backup, and redundancy strategies to safeguard critical data and systems.
- Provided 2nd and 3rd level support, resolving complex technical issues and guiding end-users towards solutions.
- Monitored monthly patches and efficiently resolved issues using Dameware remote support.
- Upgraded operating systems and installed the latest hot fixes to enhance system performance and security.
- Collaborated with the IT team to implement security measures and ensure data integrity.

Responsibilities:

- Provide first-line support for end-users, addressing hardware, software, and network-related issues.
- Diagnose and troubleshoot technical problems, ensuring prompt resolution and minimal downtime.
- Install, configure, and maintain computer systems, software applications, and peripherals.
- Collaborate with cross-functional teams to implement and support IT infrastructure projects, including server deployments and upgrades.
- Administer Windows Server environments, ensuring optimal performance, security, and reliability.
- Perform routine server maintenance tasks, such as software updates, patches, and backups.
- Monitor server logs and proactively address potential issues to prevent service disruptions.
- Managed and maintained Windows Server environments, including Active Directory administration.
- Conduct regular system audits to identify and address vulnerabilities and potential risks.
- Provided timely and effective communication to end-users regarding issue resolution and status updates.

**EDUCATION**

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**Bachelor of Computer Applications** (Pursuing)

Rabindranath Tagore University, India  
June 2023 - July 2026 (Expected)

**Diploma in Computer Hardware and Networking**

Kerala State Centre for Advanced Printing and Training (C- APT), Kerala, India  
April 2018 - March 2019

**Diploma in Computer Hardware Engineering**

Regional Institute of Vocational Training (RIVT), Trivandrum, Kerala. India  
June 2015 - August 2018