



# SAIFUDHEEN.K

## SYSTEM ADMINISTRATOR



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### JOB OBJECTIVE

Driven and certified IT professional with 10+ years of diverse experience in system administration, network support, and end-user service delivery, seeking middle managerial roles to optimize IT operations and infrastructure reliability.  
Location Preference: UAE, Saudi & Qatar

### EDUCATION

**Bachelor of Computer Applications (BCA)**

University of Bangalore | 2012

### CORE COMPETENCIES

- IT Infrastructure Management
- System Administration
- IT Asset & Helpdesk Management
- Client Relationship Management
- Network Security Protocols
- System Performance Optimization
- User Training and Development
- Incident Response and Management
- Project Coordination and Execution
- Data Backup and Recovery Solutions
- Remote Support Technologies
- IT Compliance and Best Practices

### TECHNICAL SKILLS

- Systems Installation, Configuration & Upgrading
- Technical Support, Training, Mentoring & Workflow Planning
- LAN/WAN Administration
- Microsoft Windows Server Management
- Application Maintenance and Troubleshooting
- Team Leadership and Collaboration
- Network Security Implementation
- IT Asset Management

### HIGHLIGHTS

- Effectively directed IT operations throughout Expo 2020, guaranteeing uninterrupted service delivery to clients and stakeholders, thereby enhancing overall client satisfaction.

### PROFILE SUMMARY

- **Dynamic and certified IT infrastructure and cloud operations professional** with over **11 years of experience** in **Windows/Linux systems administration, network security, data backup, & hybrid cloud environments** (AWS & Azure), supporting mid to large-scale enterprise infrastructures across the UAE and India.
- **Microsoft Certified IT Professional (MCITP) and AWS Certified SysOps Administrator – Associate**, with hands-on expertise in provisioning, configuring, and managing mission-critical infrastructure, **cloud migration initiatives**, and **IT operational continuity** for multi-site and client-facing environments.
- Proven ability to **lead cross-functional IT operations**, streamline service delivery, and drive **system performance optimization** through automation (Bash, cron jobs) and virtualization (Hyper-V). Adept at supporting business continuity planning and disaster recovery strategies using modern backup and cloud-native tools.
- Demonstrated proficiency in managing **security frameworks & compliance**, including endpoint protection (Symantec), firewall policies (Checkpoint), secure VPN configurations, & domain/email management for Office 365, G-Suite, and Zoho platforms.
- Experience positioning him to **mentor and lead L1/L2 support teams**, and contribute to **IT governance frameworks** – critical for scaling IT operations in mid-sized enterprises or expansion-focused organizations.
- Potential to evolve into a **Cloud Infrastructure Lead or IT Operations Manager**, leveraging his blend of **technical depth and business-facing experience** (e.g., supporting large events like Expo 2020, academic institutions, and retail enterprises) to align infrastructure goals with organizational strategy.

### WORK EXPERIENCE

#### Zoftcares Technologies – System Administrator Dubai, UAE | July 2024 – Present

- Administering and maintaining Windows Server environments (Application and Database), ensuring seamless configuration of core services including Active Directory, GPOs, OUs, IIS, WSUS, DNS, and DHCP.
- Performing routine server backups and managing disaster recovery processes using Windows Server Backup and third-party tools.
- Managing file sharing, folder-level permissions, & access control policies across the network.
- Installing and maintaining Linux servers (Ubuntu, CentOS, Red Hat), overseeing patch management, firewall policies, SSH configuration, and user access protocols.
- Deploying & supporting Apache and Nginx web servers to ensure high availability & uptime.
- Automating administrative tasks using Bash scripting & cron jobs to optimize system efficiency.
- Managing MySQL and PostgreSQL database servers, handling performance tuning and automated backup routines.
- Configuring VPN solutions for secure and scalable remote access.
- Supporting and troubleshooting email systems including Office 365, G-Suite, & Zoho Mail.
- Managing domain registration, DNS records, and web hosting infrastructure to ensure operational continuity.
- Resolving complex issues related to servers, networks, and application performance across hybrid (on-premise/cloud) environments.
- Managing cloud infrastructure on AWS and Azure:
  - Provisioning EC2 instances and managing S3 storage.
  - Participating in cloud migration projects to shift workloads from on-premise to cloud.
  - Deploying and monitoring Azure virtual machines, storage accounts, and networking components.

#### Jumbo Electronics – IT Helpdesk Executive Dubai, UAE | Feb 2023 – Mar 2024

- Delivered responsive IT support across phone, email, and on-site channels, ensuring timely resolution of technical issues.
- Installed and configured hardware devices including desktops, laptops, printers, and scanners across office and retail setups.

- Developed and implemented a streamlined ticketing process that reduced response times, enhancing user satisfaction.
- Trained and mentored a team of junior IT staff, improving their technical skills and increasing overall team efficiency.
- Spearheaded the integration of new software solutions that improved operational workflows, resulting in an increase in productivity.
- Administered Active Directory for user accounts, computer objects, and group policies.
- Deployed applications and updates via SCCM, maintaining software compliance and uniformity.
- Managed Checkpoint firewalls across 30+ branch locations to uphold secure networking.
- Provided Level 1 and 2 technical support for Oracle Retail POS systems across multiple UAE showrooms.
- Monitored system health using SolarWinds, analyzing server performance & network availability.
- Liaised with Etisalat and Du to troubleshoot & resolve MPLS and VPN connectivity issues.
- Managed backup solutions through HP Data Protector and enforced print controls using SafeCom Server.

## CERTIFICATIONS

- AWS Certified SysOps Administrator – Associate
- Microsoft Certified IT Professional (MCITP)
- CCNA Course Completed

### **Jumbo Force – Operation Engineer (Project: Expo 2020)**

**Dubai, UAE | Oct 2021 – Mar 2022**

- Oversaw real-time IT operations during Expo 2020, ensuring system availability and rapid incident response.
- Coordinated escalations with internal technical teams and upheld SLA commitments.
- Managed incident workflows using ManageEngine Service Desk Plus, streamlining ticketing and reporting processes.
- Provided audio-visual and conferencing support via Microsoft Teams and Webex for event stakeholders.
- Collaborated with infrastructure teams to investigate and resolve alerts, failures, and performance issues.

### **Jumbo Force – IT Engineer (Project: HCT RAK)**

**Ras Al Khaimah, UAE | Dec 2017 – Oct 2021**

- Delivered on-site support for over 750 academic users, ensuring optimal performance of IT assets and peripherals.
- Installed and configured systems, applications, and network settings to meet end-user requirements.
- Managed Active Directory, including user account provisioning and group policy administration.
- Maintained Symantec Endpoint Protection and deployed routine security patches.
- Operated and maintained Deep Freeze Server for lab environments and managed campus-wide digital signage.
- Supported AV operations in classrooms and auditoriums, including live event setups.
- Coordinated with hardware vendors for timely repairs and preventive IT maintenance.
- Managed IT and AV asset documentation and inventory.

### **Bluecast Technologies – IT Support Engineer**

**Dubai, UAE | Feb 2015 – Nov 2017**

- Provided daily IT support and issue resolution for local and remote users across diverse technical environments.
- Managed the organization's Windows Server 2008 R2 setup, administering Active Directory and performing routine server maintenance.
- Configured Linux-based VPN servers and implemented secure Wi-Fi hotspot solutions.
- Offered first-level application support, handling installations, setups, and troubleshooting.

### **Continental Automotive Pvt Ltd – IT Support Engineer**

**Bangalore, India | Oct 2012 – Dec 2014**

- Installed and configured client-server infrastructure, ensuring robust network connectivity and access controls.
- Delivered prompt user support via multiple communication channels, maintaining high user satisfaction.
- Resolved issues related to network performance, system errors, and security vulnerabilities.
- Ensured continuity of IT services by documenting and escalating complex incidents to senior IT leadership.

## PERSONAL DETAILS

**Address** : Dubai  
**Languages Known** : English, Malayalam, Hindi  
**Date of Birth** : 09 December 1988  
**Driving License** : UAE and India