Muhammad Mujtaba Kamal

IT Administrator | Infrastructure & Systems Engineer | Cloud & Cybersecurity

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➢ PROFESSIONAL SUMMARY

Results-driven IT Administrator, Systems Engineer, and Infrastructure Team Lead with 14+ years of cross-functional enterprise experience directing high-availability IT infrastructure, hybrid cloud ecosystems, Active Directory / Entra ID, and cybersecurity operations. AWS Certified SysOps Administrator - Associate, CCNA, MCSE, and MCSA certified. Proven track record leading 15-member Tier 1–3 engineering teams, automating business-as-usual operations via PowerShell and GPO, securing hybrid cloud identities, and maintaining 99.99% system availability aligned with global ITIL and ISO/NIST cybersecurity governance standards.

➢ CORE TECHNICAL SKILLS

- **Cloud & Identity Services:** Microsoft Entra ID (Azure AD) Hybrid Join, AWS (SysOps Certified), M365 Administration, Single Sign-On (SSO), MFA
- **Systems & Virtualization:** Active Directory (AD), Windows Server (2012–2022), Hyper-V, VMware ESXi, Proxmox, GPO, WSUS, PXE, Synology NAS/SAN
- **Networking & Security:** SonicWall, Cisco Meraki, Sophos, Enterprise VLAN Routing, IPSec/SSL VPNs, EDR Solutions, Endpoint Hardening, Pi-hole DNS
- **IT Operations & ITSM:** Tier 1–3 Technical Team Leadership (15+ Staff), ITIL Frameworks, SLA Delivery, Root Cause Analysis (RCA), Disaster Recovery (DR)
- **Automation & Tooling:** PowerShell Automation, Bash Scripting, Automated Software Deployment (MSI/GPO), System Diagnostics, Web/DB (PHP/MySQL)

➢ PROFESSIONAL EXPERIENCE

IT Team Lead / Senior Systems Administrator *| Al Malomat Center – Enterprise & Public Sector Services | Jul 2018 – Present | Sharjah, UAE*

Direct end-to-end enterprise IT infrastructure, cybersecurity operations, and Tier 1–3 technical support across 150+ corporate endpoints, multi-site domain controllers, and hybrid cloud environments.

- Infrastructure Ownership: Architected and maintained multi-site enterprise infrastructure, guaranteeing 99.99% operational uptime and business continuity.
- Team Leadership: Managed and mentored a 15-member Tier 1–3 technical support team, instituting SLA standards that decreased ticket volume by 40%.
- Cybersecurity Hardening: Hardened endpoint security posture using EDR solutions, centralized antivirus policies, ACL rulesets, and strict domain GPOs.
- Process Automation: Centralized patch deployment and routine tasks via WSUS and PowerShell scripts, eliminating 20+ manual technician hours weekly.
- Network Optimization: Re-engineered corporate network architecture (VLANs, DHCP, DNS) and deployed DNS filtering, slashing WAN bandwidth usage by 20%.
- Systems Integration: Integrated core ERP modules with multi-departmental service portals, decreasing administrative processing workload by 75%.
- Disaster Recovery (DR): Engineered automated NAS-to-NAS backup workflows using PowerShell, establishing offsite data redundancy and rapid DR recovery.

IT Support Officer / Systems Administrator *| Al Malomat Center – Infrastructure & Endpoint Support | Feb 2013 – Jul 2018 | Sharjah, UAE*

- Deployment Automation: Built PXE automated network workstation imaging solutions, reducing new system provisioning and rollout time by 70%.
- Systems Troubleshooting: Diagnosed complex OS failures, Active Directory authentication loops, domain profile corruptions, and GPO conflicts.
- Resource Management: Administered print server infrastructure, DHCP scopes, DNS zone files, queue managers, and NTFS folder security permissions.
- Portal Integrations: Maintained mission-critical availability for enterprise ERP systems, secure government service portals, and mapped network drives.

System Support Supervisor | *Employees' Old-Age Benefits Institution (EOBI) | Sep 2012 – Feb 2013 | Karachi, Pakistan*

- Cross-Platform Support: Administered heterogeneous enterprise desktop infrastructure (Windows, macOS, Linux) across corporate departments.
- Directory Administration: Configured Active Directory user lifecycles, security groups, GPOs, enterprise email clients, and mapped SMB network shares.
- Hardware Remediation: Executed physical component upgrades (RAM, SSDs), automated malware cleanups, and high-touch remote desktop support.

➢ SELECTED PROJECTS

- **Enterprise Perimeter Firewall & Wireless Migration (2020):** Migrated perimeter security firewalls to SonicWall and wireless infrastructure to Cisco Meraki for 300+ enterprise users. **Result: Boosted overall network throughput by 30% with zero operational downtime.**
- **Azure AD / Entra ID Hybrid Cloud Identity Integration (2021):** Executed hybrid identity integration connecting 200+ local Active Directory users to Azure AD / Entra ID. **Result: Enforced Single Sign-On (SSO) and Multi-Factor Authentication (MFA), reducing authentication support tickets by 60%.**
- **Automated Multi-Site Backup & Business Continuity (2022):** Scripted automated NAS-to-NAS replication workflows using PowerShell for multi-site enterprise redundancy. **Result: Achieved 99.99% backup reliability and instant offsite disaster recovery capabilities.**
- **Sys-Metrics Global IT Diagnostics Platform (2025):** Architected and launched sys-metrics.com, a live technical web platform hosting proprietary IT diagnostic tools. **Result: Streamlined remote endpoint diagnostics and continuous system health tracking.**

➢ CERTIFICATIONS

- AWS Certified SysOps Administrator - Associate (SOA-C03) – Amazon Web Services (2025)
- Cisco Certified Network Associate (CCNA 200-301) – Cisco Systems (2025)
- MCSE: Cloud Platform and Infrastructure – Microsoft Certified Solutions Expert (2016)
- MCSA: Windows Server 2012 – Microsoft Certified Solutions Associate (2016)
- Professional Development (LinkedIn Learning): Azure Administration, Cybersecurity Hardening, PowerShell Automation, ITIL Service Delivery

➢ EDUCATION

- Master of Science in Cyber Security (M.Sc., GPA: 3.66 / 4.0) – Western Global University (2022 – 2024)
- Diploma of Associate Engineer (DAE - Computer Systems) – Aligarh Institute of Technology, Karachi (2009 – 2012)

➢ LANGUAGES & GLOBAL MOBILITY

- Languages: English (Professional Working / Fluent) | Arabic (Working Knowledge) | Urdu (Native)
- Work Authorization: Eligible and actively open for international relocation and remote enterprise roles worldwide

➢ HOBBIES & TECHNICAL INTERESTS

- Travel, exploring diverse cultures, international collaboration, and global tech perspectives
- Emerging technologies, cybersecurity research, cloud infrastructure, and homelab architecture
- Building and experimenting with custom PCs, enterprise virtualization, and home lab server racks
- Content creation, technology filmmaking, and educational YouTube productions
- Open-source projects, PowerShell network automation, and hands-on systems experimentation