

SUHAIL PARAMBATT

System Infrastructure Engineer

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SUMMARY

Results-driven infrastructure engineer with 15+ years of hands-on experience administering Windows Server environments, Office 365, Microsoft Azure, Active Directory, Microsoft Hyper-V virtualization, storage, backup and security with solid foundational networking expertise across the UAE and KSA. Proven ability to deploy, maintain, upgrade and migrate servers, keep systems highly available, and resolve complex infrastructure issues with minimal downtime. Experienced in handling IT teams and infrastructure projects, managing vendors and budgets, and maintaining system documentation and compliance. Holding certifications in CCNA, MCSE, Microsoft Azure and Office 365.

CORE COMPETENCIES

Microsoft Azure: Cloud Infrastructure, Enterprise Systems, Provisioning, managing, and troubleshooting high-availability Azure Virtual Machines (VMs), Storage Accounts, and Resource Groups. Administration of Microsoft Entra ID and hybrid directory synchronization. Azure Portal navigation, fundamental PowerShell scripting, and structured visual topology documentation for cloud assets. Configuration of Availability Sets, Azure Backup, and basic disaster recovery protocols. Storage Accounts (Blob, Azure Files, Managed Disks), Virtual Networks (VNets), Network Security Groups (NSGs).IaaS, Paas, Saas.

Microsoft Office 365: Global tenant configuration, role-based access control (RBAC), and enterprise licensing management. Mailbox migrations, hybrid deployment architecture, mail routing/transport rules, and split-delivery schemas. Azure AD Connect infrastructure synchronization, Conditional Access policies, and Multi-Factor Authentication (MFA). Microsoft Teams administration, and SharePoint Online site topology management. Endpoint management, Mobile Device Management (MDM), and Windows Autopilot provisioning. Data Loss Prevention (DLP), eDiscovery, and threat protection policies. Microsoft 365 Admin Center, Exchange Online (Hybrid), Entra ID, Intune.

Server Administration: Deploy, configure, patch and maintain Windows Server 2008–2025 in enterprise environments. Perform preventive and routine maintenance, resource allocation, and server hardening procedures. Database services, MySQL Administration, Database Backups (mysqldump), Privilege Management

Virtualization & High Availability: Microsoft Hyper-V virtualization,VMware ESXi, Vspehere, virtual server management, high availability clustering, Hyper-V Virtual Switch Manager and implemented Ethernet NIC teaming (LBFO) for load balancing and active/standby failover. Disaster recovery testing.

Directory & Network Services: Active Directory, Group Policy, DNS, DHCP, VPN, VLAN and server network configuration. Network Administration (CCNA principles), Virtual Network Design, perimeter security appliances and firewalls, network troubleshooting, network infrastructure performance using enterprise packet-sniffing and network analysis tools, network documentation.

Backup, Storage & Recovery: RAID configuration, Storage arrays, NAS (NFS, SMB/CIFS), Windows Server Backup, System State Backup. Disaster Recovery planning, RPO/RTO optimization, Immutable backups (ransomware protection), snapshots, replication, and deduplication.

Monitoring & Troubleshooting: Diagnose complex issues; perform repairs, upgrades, migrations and expansions with minimal downtime and business impact.

Security & Compliance: IT Security, Vulnerability management, Server security management, Security policies, Data security, Network Architecture, IP Infrastructure, Firewall management, endpoint protection, access control and compliance with industry standards and best practices.

Documentation & Project Leadership: IP addressing schemes, system topologies and IP mapping for application, host and domain servers; lead infrastructure projects from scope to deployment, analytical thinking, audit reports.

TECHNICAL SKILLS

Operating Systems: Windows Server OS 2008, 2012, 2016, 2019, 2022, 2025; Windows XP, 7, 10, 11, Linux, Ubuntu, MAC OS
Server Management: Active Directory Domain Services, Group Policy GPO, Organizational Units, User and Group Administration, NTFS Permissions, Microsoft Entra ID. Firmware upgrades, Cloning and Imaging, resource optimization. cloud technologies.
Microsoft Technologies: Microsoft Azure, Microsoft 365, OS installation and upgrades, Exchange Server, Outlook, Teams, OneDrive, SharePoint Online, IIS, SQL, RDP, data protection.
Networking: Network connectivity, network diagrams, TCP/IP, UDP, DNS, DHCP, NAT,VLAN, SSL, LAN/WAN, VPN, FTP, Wi-Fi, Wireless Access Points, Router and Switch Configuration, Structured Cabling, Fortinet, Cisco, HP, Bash scripting
Virtualization: Microsoft Hyper-V, Virtual Machines, Virtual Switches, Checkpoints, Replication, Import/Export, VHD/VHDX
Storage & Backup: File Servers, SAN (Fibre Channel, iSCSI), Disk Management, Acronis True Image, Veeam Backup.
Security & Support Tools: Symantec, endpoint security, performance tuning, cybersecurity, Wireshark, SolarWinds, ESET, McAfee, Kayako, Zoho, Incident response, Nagios, ServiceNow
Hardware: HP ProLiant Servers, Dell PowerEdge Servers, Desktop and Laptop Hardware, Network Printers, print servers.
Other Systems: Technical support, System logs, problem-solving skills, jamf, AWS, ITIL, PMP, SOP, VoIP (Yealink, Cisco, Panasonic), IP Telephony, Security Systems, Access Control, IPTV, PA Systems, Bloomberg, Crestron (SIMPL).

WORK EXPERIENCE

Futuretech Infovision, Leicester, UK **October 2024 - Present**

Senior Infrastructure Engineer

- Engineered and provisioned versatile, enterprise-grade IT infrastructure systems, integrating scalable server, storage, and network security solutions to support managed hosting environments.
- Deployed and managed Azure VMs across availability zones.
- Conducting data center visits to deploy next-generation physical hosts and to perform physical hardware troubleshooting and component replacements (RAM, hard drives, power supplies)
- Architected high-availability Windows Server deployments utilizing Microsoft Hyper-V virtualization, disaster recovery workflows using Hyper-V Replica, Hyper-V Virtual Switch Manager, network and server engineering including IP infrastructure.
- Led root cause analysis for complex Layer 2 and Layer 3 network outages, restoring services rapidly and documenting incident reports to prevent recurring failures.
- Administered critical core network services, managing Active Directory domains, DNS, and DHCP configurations to ensure stable and secure communications across complex enterprise networks. maintaining system security, backups, and office network performance.

Muntazah Holding, Dammam, KSA **December 2015 – December 2023**

System Server Administrator

- Led projects and IT operations team, ensuring high-quality, timely delivery of ERP & POS system integration and all IT-related architecture.
- Conducted routine network vulnerability assessments and firmware patching on routing hardware, maintaining alignment with organizational compliance standards.
- Managed core routing protocols (OSPF, BGP, EIGRP) and Spanning Tree Protocol (STP) to provide robust failover redundancy and prevent network loops.
- Designed and implemented VLAN architectures (802.1Q) to segment departmental network traffic, improving internal security posture and reducing broadcast domain congestion.
- Configured and deployed enterprise-grade routers and switches, ensuring network uptime and optimal traffic flow across corporate infrastructure.
- Managed installation, maintenance, and troubleshooting of network and hardware systems.
- Oversaw server administration, mail, storage, antivirus, and data backup processes.
- Planned and managed IT budgets, vendor negotiations, and procurement of hardware/software.
- Ensured data integrity, system security, and compliance with company IT standards.
- Supported launch of new branches, ensuring full IT infrastructure setup.
- Generated and reviewed purchase orders for implementation materials, optimizing procurement processes.
- Identified, documented, and tracked scope deviations, driving resolution and minimizing project impact.

Vy Capital Management Ltd (META Partner), Dubai, UAE **January 2013 – December 2014**

IT Admin Manager

- Managed all ICT operations, system upgrades, and security backups.
- Organized and facilitated internal meetings and project walkthroughs to align teams and achieve project milestones.
- Monitored and controlled project progress against schedules, proactively addressing risks to ensure on-time delivery.
- Oversaw installation of financial and analytical software (Bloomberg, Citrix, Passport).
- Ensured smooth functioning of servers, storage, antivirus, and user access systems.
- Provided IT support, training, and remote access solutions for global users.

Al Asbab, Dubai, UAE **November 2011 – December 2012**

System Support Engineer

- Managed technical documentation, hardware management, network integration for Crestron, Kaleidescape, and iRule control systems. Designed and implemented wired/wireless networks for home automation.
- Performed system administration system administration; developed plans to ensure seamless business continuity across server infrastructure.
- Designed network IP architectures, configuring virtual switches and VLAN routing to isolate and secure departmental traffic. Resolved complex hardware, software, network escalations, and access management.
- Diagnosed and remediated remote connection issues, managed full lifecycle of IT service tickets.
- Prepared project documentation, BOQs, and system integration reports.

CERTIFICATIONS

Microsoft 365 Certified: Administrator Expert (MS-102)
Microsoft Certified: Azure Administrator Associate (AZ-104)
Cisco Certified Network Associate – CCNA
Microsoft Certified Solutions Expert - MCSE
Certified Diploma in Computer Hardware and Networking - (DCHN)
Cisco Certified SBF for Engineers & Account Managers

EDUCATION

Master of Business Administration (MBA) Information Technology, IIBMS, Pune, Maharashtra – India 2017
Bachelor of Science (BSc in Physics, Computer Science and Mathematics), Calicut University, Kerala - India 2004

ADDITIONAL INFORMATION

Collaborated with IT teams, independently executed infrastructure projects, and mentored junior engineers.

Date of Birth: 9th April 1983 | **Languages Known**: English, Hindi, Arabic and Malayalam.

Driving License : UAE, KSA & India | **Nationality:** Indian, on Transferable Work Visa.