MOHAMMED IRSHAD

IT INFRASTRUCTURE / SYSTEMS ADMINISTRATOR

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PROFESSIONAL SUMMARY

Systems Administrator with 6+ years of experience in Windows Server, Active Directory/GPO, VMware ESXi/vSphere, HPE and Dell servers, SonicWall firewall and VPN administration, backup and disaster recovery, and PowerShell/Python automation. Manages multi-site infrastructure for 100 users in Dubai; previously at Samsung R&D Institute India.

TECHNICAL SKILLS

Systems Administration: Windows Server 2016/2022, Linux, Active Directory, Group Policy (GPO), DNS, DHCP, Microsoft 365, patch management

Virtualization & Server Hardware: VMware ESXi, vSphere, vCenter, HPE ProLiant, Dell PowerEdge, iLO, iDRAC, RAID and storage troubleshooting

Networking & Security: LAN/WAN, TCP/IP, firewall administration (SonicWall), NAT, port forwarding, site-to-site VPN, remote-access VPN, network troubleshooting, CCTV/NVR

Backup & Operations: Backup administration, disaster recovery, restore validation, infrastructure monitoring, incident troubleshooting, SLA support

Scripting & Automation: PowerShell, Python, AutoHotkey (AHK), task automation

PROFESSIONAL EXPERIENCE

IT System Administrator | Lutfi Group of Companies

Jul 2024 – Present | Dubai, UAE

- Administer 6 Windows Server 2016/2022 production and backup servers across 4 sites, handling maintenance, security patching, and performance for 100 users.
- Manage Active Directory and Group Policy for 100 users, including user provisioning, access control, and policy enforcement.
- Configure and maintain SonicWall firewall policies, NAT, and port forwarding; administer 5 site-to-site VPN tunnels and remote-access VPN for 40 users.
- Implement backup and disaster recovery using automated PowerShell backup scripts, with regular restore tests; monitor infrastructure health and resolve service issues.
- Build PowerShell, Python, and AutoHotkey automation for server health checks, backups, and an internal IT utility tool, saving 4–5 hours of manual work per week.
- Provide Level 1–3 support to 100 users across hardware, software, operating systems, networking, and business systems, resolving 100–120 tickets per month.
- Maintain HPE ProLiant server hardware, storage, and RAID configurations, using iLO for remote diagnostics and hardware fault resolution.
- Install, maintain, and troubleshoot CCTV/NVR systems (120 cameras across 15 sites), including network integration and storage management.

IT Service Engineer | Samsung R&D Institute India

Nov 2022 – May 2024 | Bangalore, India

- Provided enterprise end-user support for hardware, software, and network issues on Windows and Linux.
- Managed and optimized VMware ESXi/vSphere environments via vCenter for stability and performance.
- Configured Dell and HP workstations and servers, including rack installation, OS deployment, and RAID setup.
- Monitored server and network performance, troubleshot issues, and automated recurring admin tasks.

Field Service Engineer | TVS Electronics (DELL Field Services)

Aug 2020 – Nov 2022 | Bangalore, India

- Diagnosed and serviced Dell laptops, desktops, and peripherals; performed Windows/Linux setup and maintenance.
- Maintained service documentation and supported SLA compliance for enterprise client accounts.

EDUCATION

Bachelor of Engineering in Computer Science | Anna University, Chennai, India | *2015 – 2019*

ADDITIONAL INFORMATION

Languages: English (Proficient), Hindi (Proficient), Arabic (Beginner) **Driving Licence:** UAE (Light Vehicle, Automatic)