



NABEEL KHADER

IT INFRASTRUCTURE SPECIALIST | MUHARRAQ, IBAHRAIN | +973-36062642

◦ PROFILE SUMMARY ◦

As an IT Administrator I oversee the design, implementation and maintenance of the complete IT infrastructure solutions that supports the company needs and requirements as per the organization standard operations. I having more than 10 years of professional experience in the IT industry with multiple certification from Microsoft and Cisco

◦ SKILLS ◦

- IT Infrastructure Management
- Cloud computing, Virtualization
- Windows server Administration
- Network and Security
- Backup and Recovery management
- Storage management
- Software and hardware troubleshooting
- Service desk management
- Project Management
- Microsoft Dynamics ERP Administration
- Exchange server and office 365 Administration
- Contracts & SLA Management
- Team building
- Vendor Management
- IT Asset Management
- Resource Optimization

◦ PERSONAL DETAILS ◦

Date of birth
11/06/1985

Nationality
Indian

Marital Status
Married

🔒 EMPLOYMENT HISTORY

IT Head at Athen Groups (Maruti Arena, Nexa, Bajaj, KTM), Nagercoil

January 2021 — Dec 2023

- Comprehensive oversight of entire IT infrastructure including Servers, Network and Desktop management
- Hands on Experience in Microsoft Azure setup products and configuring. Managed Email server deployed on azure with Linux os. Email user creation and maintaining it using front end application ZIMBRA.
- Patch management process windows PC
- New Projects planning and Implementation
- Providing L2 Level support for windows systems and ERP
- Regular monitoring of call logs and analyzing with the set standard for internal security and hardware failures
- Install, configure, and maintain windows server operating systems 2012 & 2019
- Ensure server security, including implementing patches and updates.
- Administer email systems (e.g., Microsoft Exchange, Office 365).
- Manage email accounts, distribution lists, and security settings.
- Maintain detailed documentation of system configurations, procedures, and troubleshooting steps.
- Create and update documentation for future reference and training.
- Symantec End Point solution setup and configuration in server machines and client and other products like MacAfee and trend micros also managed
- Managing domains and Public IP subscriptions

Projects Undertaken

NAS server implementation,

- Configured and implemented NAS Server to achieve centralized file server for data usage and storage with effective data security with RAID Level 1 for all Dealership branches and Head Office.

IIS installed configured and hosted different sites

- Installed and configured IIS in Windows Server 2019 to host several custom-built web based applications with capability to access from anywhere through internet to cater various business needs in Athens Group.

VOIP IVR system implementation

- Configured cloud based IVR system for voice recording to provide better customer care support and call monitoring and training purpose.

Windows up gradation from 2008 to 2019

IT Administrator at SmartPack Flexible Packaging, Jeddah, Saudi Arabia

May 2013 — June 2020

- Manage user accounts, groups, and organizational units in Active Directory.
- Set up and enforce security policies and permissions.
- Configure and maintain network devices, such as routers, switches, and firewalls.
- Monitor network performance and troubleshoot connectivity issues.
- Implement and manage virtualization technologies Hyper v
- Implement and enforce security measures to protect systems and data.
- Conduct regular security audits and respond to security incidents.
- Administer email systems Microsoft Exchange, Office 365
- Develop and maintain disaster recovery plans and procedures.
- Conduct periodic testing of disaster recovery processes.
- Install and configure Microsoft Dynamics AX environments, including servers, databases, and application components.
- Set up and maintain development, test, and production environments.
- Administer user accounts and roles within Dynamics AX.
- Define and enforce security policies, ensuring appropriate access controls.
- Perform regular maintenance tasks, such as database backups, index rebuilds, and database integrity checks.
- Manage and optimize storage resources for databases.
- Collaborate with developers and support teams to address complex problems.
- Conduct periodic testing of backup and recovery processes.
- Maintain detailed documentation of the Dynamics AX environment, configurations, and integrations.
- Update documentation for changes made to the system.

- Train end-users and other administrators on Dynamics AX functionalities.

Projects Undertaken

Firewall Implementation

- Implemented firewall in order to establish secure site to site VPN connectivity between remote branches POS to Microsoft Dynamics 2012 ERP server at head office.
- Enable secure web access through filtering and monitoring.

Standalone installation of Microsoft Dynamics AX 2012 R2

- Installed and configured Microsoft dynamics AX 2012 , SQL server and share point portal. For backup disaster management and testing

IT Support at ACME Technologies , Nagercoil

January 2013 — April 2013

- Respond to inquiries via phone, email, or in-person, and provide timely solutions.
- Perform repairs or coordinate repairs with external vendors as needed.
- Install, configure, and update software applications on users' computers.

IT Desktop Support at Capstocks and Securities, Nagercoil

November 2007 — March 2008

- Use remote assistance tools to troubleshoot and resolve issues for users located off-site.
- Guide users through step-by-step instructions to resolve problems remotely.
- Work closely with network administrators, system administrators, and security teams to address complex issues and ensure overall IT infrastructure stability.
- Communicate technical information to end-users in a clear and understandable manner.
- Perform routine maintenance on desktops, laptops, and other hardware components

EDUCATION

BE Computer Science and Engineering, PET Engineering College

June 2008 — June 2011

Diploma in Computer Science and Engineering, Morning Star Polytechnic

May 2004 — June 2007

CERTIFICATION

- CCNA
- DIP in networking Technology
- Microsoft certified dynamics professional in process manufacturing , Production and Logistics
- Microsoft certified dynamic s specialist AX 2012 Trade and Logistics

COURSES

Microsoft Azure Fundamentals

ACHIEVEMENT AWARDS

- Achievement award for completing training for Account Payable and Inventory Management
- Achievement award for completing training as MS Dynamics Administrator