

Khurram Nawaz

IT Support Specialist | System Administrator | Systems Engineer

Address: Dubai, United Arab Emirates **Phone:** (+971) 52 587 0670 **Email:** info@khurramnawaz.com

Website: www.khurramnawaz.com **LinkedIn:** linkedin.com/in/khurramnawaz-it-support-specialist

ABOUT ME

IT Support Specialist and System Administrator with 13+ years of hands-on experience in end-user support, Windows and Linux system administration, Microsoft 365, Intune and SCCM endpoint management, Cisco networking, VMware virtualization and Microsoft Azure / AWS cloud services in enterprise environments in the UAE and Pakistan. L2/L3 escalation point for 150+ users, working to ITIL 4 practices. Certified in CCNP Enterprise, CCNA, Azure Administrator (AZ-104), VMware VCP, ITIL 4 Foundation and CompTIA A+, Network+ and Security+. Opportunity Card (Chancenkarte) holder, available immediately for IT support and system administration roles in Germany.

WORK EXPERIENCE

IT SYSTEM AND NETWORK SUPPORT

Almalomat Tasheel [08/2018 – Current]

City: Dubai | Country: United Arab Emirates

- Provide L2/L3 support as the escalation point for the service desk, resolving complex hardware, Windows, Linux, network and application issues on-site and remotely for 150+ users, following ITIL 4 incident, request and change management.
- Administer Windows Server and Active Directory: delegated domain administration, Group Policy, DNS, DHCP, file and print services.
- Manage Microsoft 365, Entra ID and Exchange Online: user lifecycle, licences, mailboxes, MFA and Conditional Access.
- Deploy, patch and secure endpoints with Microsoft SCCM and Intune: OS deployment, software distribution, compliance policies and Microsoft Defender.
- Operate the VMware vSphere/ESXi virtual infrastructure and virtual desktops (VM provisioning, snapshots, vMotion, HA) alongside Windows and Linux servers.
- Maintain the Cisco LAN/WAN and Wi-Fi network (switching, VLANs, VPN) and monitor systems with PRTG and Zabbix to keep services available.
- Support hybrid cloud services in Microsoft Azure and AWS, together with backup, recovery and disaster-recovery procedures.
- Run IT asset management (Evergreen hardware lifecycle, licence compliance), manage vendors and lead small-to-medium IT projects; write documentation and train users and support staff.

Technologies: Windows Server, Active Directory, Microsoft 365, Entra ID, Intune, SCCM, VMware vSphere, Linux, Cisco, Azure, AWS, ITIL 4

NETWORK SUPPORT TECHNICIAN

DCX IT Infrastructure LLC [01/2015 – 07/2018]

City: Dubai | Country: United Arab Emirates

- Configured and maintained Cisco routers, switches and wireless infrastructure: VLANs, OSPF, EIGRP, ACLs, NAT, site-to-site and remote-access VPN.
- Administered Windows Server environments: Active Directory, DNS, DHCP, Group Policy and file servers.
- Supported VMware ESXi/vCenter hosts and Linux servers running business-critical services.
- Monitored network and server health with PRTG and SolarWinds and resolved incidents within SLA targets.
- Documented network topologies, device configurations and change procedures.

Technologies: Cisco IOS, Routing & Switching, VPN, Windows Server, Active Directory, VMware ESXi, Linux, PRTG, SolarWinds

SYSTEM ADMINISTRATOR

eDrive Technologies Pvt Ltd [03/2014 – 07/2014]

City: Lahore | Country: Pakistan

- Provided desktop and user support for Windows workstations, laptops, printers and peripherals.
- Supported Active Directory, DNS, DHCP and domain integration of workstations; installed Microsoft Office, antivirus and business applications.
- Configured and troubleshoot LAN/WAN, Wi-Fi and VPN connectivity.
- Maintained Windows and Linux servers, backups and recovery, endpoint security and IT asset documentation.

Technologies: Windows, Active Directory, Linux, Microsoft Office, LAN/WAN, VPN

IT COORDINATOR

Suzuki Frontier Motors Pvt Ltd [10/2012 – 02/2014]

City: D.I. Khan | Country: Pakistan

- Delivered first-level support for desktops, laptops, printers, scanners and Windows operating systems.
- Managed Active Directory user accounts and password resets; installed and upgraded hardware and software.
- Troubleshoot LAN/WAN connectivity, printers and VPN access; performed preventive maintenance.
- Trained users on business applications and Microsoft Office.

Technologies: Windows, Active Directory, Microsoft Office, LAN/WAN

EDUCATION AND TRAINING

MASTER OF COMPUTER SCIENCE (MCS)

Gomal University [2009 – 2011]

City: D.I. Khan | Country: Pakistan

- Field of study: Information Technology & Software Application Development
- Degree recognised by the ZAB (Central Office for Foreign Education), Germany

LANGUAGE SKILLS

Mother tongue(s): Urdu

Other language(s)	Understanding		Speaking		Writing
	Listening	Reading	Spoken production	Spoken interaction	
English	B2	B2	B2	B2	B2
German	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user (Common European Framework of Reference for Languages)

DIGITAL SKILLS

Operating systems	Windows 10/11, Windows Server, Linux, macOS
Directory & identity	Active Directory, Group Policy, DNS, DHCP, Entra ID, MFA, Conditional Access
Microsoft 365 & endpoints	Microsoft 365, Exchange Online, Microsoft Intune, Microsoft SCCM / Configuration Manager, Microsoft Defender, OS deployment, patch management
Networking	Cisco routing & switching, VLAN, OSPF, EIGRP, ACL, NAT, VPN, LAN/WAN, Wi-Fi
Virtualization	VMware vSphere, ESXi, vCenter, vMotion, VMware HA, Hyper-V, virtual desktops
Cloud	Microsoft Azure, Amazon Web Services (AWS)
Monitoring	PRTG, Zabbix, SolarWinds, Nagios, ManageEngine
Backup & continuity	Backup & recovery, disaster recovery, business continuity
IT service management	ITIL 4 (incident, request and change management), IT asset management, licence compliance, technical documentation

CERTIFICATIONS

Cisco	Cisco Certified Network Professional (CCNP Enterprise)
Cisco	Cisco Certified Network Associate (CCNA)
Microsoft	Microsoft Certified: Azure Administrator Associate (AZ-104)
Microsoft	Microsoft Certified IT Professional (MCITP)
VMware	VMware Certified Professional (VCP-VCF)
AXELOS / PeopleCert	ITIL 4 Foundation
CompTIA	CompTIA A+
CompTIA	CompTIA Network+
CompTIA	CompTIA Security+

DRIVING LICENCE

In progress

ADDITIONAL INFORMATION

Availability	Immediate
Residence / work permit	Opportunity Card (Chancenkarte), Germany – 12 months
Degree recognition	Recognised by the ZAB (Germany)