SHOAIB AKHTAR

IT Administrator — Systems, Infrastructure & End-User Support

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Portfolio: shoaibakhtar.site | GitHub: github.com/s-akhtar-tech
Visa Status: Employment Visa | Open to roles across the UAE | Languages: English, Hindi, Urdu

PROFESSIONAL SUMMARY

IT Administrator with 3+ years of experience across the UAE and India, currently the sole IT administrator for a three-company group in Abu Dhabi, supporting 50+ users daily. Responsible for the full stack: a Microsoft 365 tenant built and migrated from scratch, Active Directory and Group Policy across two sites, servers built from bare metal on Proxmox, a WireGuard VPN linking three sites, backups, monitoring and disaster recovery — alongside day-to-day L1/L2 support for users, desktops, printers and networks. Comfortable owning infrastructure end to end, under pressure, with no second line to escalate to.

TECHNICAL SKILLS

Microsoft 365: Tenant creation & configuration · Licence assignment & management · Exchange Online · Mailbox migration · Users, groups & shared mailboxes · Distribution lists · Teams · SharePoint · OneDrive · Microsoft 365 Admin Center

Directory & Identity: Active Directory (Samba AD) · Multi-site domain controllers & replication · AD Sites & Subnets · Group Policy (GPO) · Organisational Units · Security groups · AGDLP permission model · Domain join & authentication troubleshooting · Password policy

Servers & Virtualisation: Server builds from bare metal · Proxmox VE · Virtual machines · LXC containers · Domain controllers, file & monitoring servers · Dedicated backup server · Ubuntu / Linux Server · Windows Server · Patch management

Networking & Security: WireGuard site-to-site VPN (hub-and-spoke) · TP-Link Omada (controller, ER605 gateways, access points) · DHCP & DNS · TCP/IP · LAN / Wi-Fi · Firewall rules · Host and service monitoring with alerting · Broadband & ISP fault diagnosis

Hardware: RAM upgrades (servers, desktops, laptops) · Server CPU upgrades · Component installation incl. graphics cards · Printer deployment & configuration · Fault diagnosis & part replacement

Endpoints & Support: 50+ users supported daily · Windows 10 / 11 & macOS · Operating system deployment · Windows-to-Mac data migration with integrity verification · Desktop & laptop support (L1/L2) · Biometric attendance (ZKTeco / BioTime) · Incident handling & documentation

Practices: Least-privilege access design · Group-based permissions · Disaster recovery runbooks · Backup verification & restore testing · Change documentation · Calm, methodical triage under pressure · Remote & onsite support

PROFESSIONAL EXPERIENCE

IT Administrator

Mar 2026 – Present

Optimism Technology and Media Works — Abu Dhabi, UAE

> Deployed full-time on site at Jadara Home for Real Estate Development

- Sole IT administrator for a three-company group — Jadara Home for Real Estate Development, Martelo Contracting and Luxury Style Properties — supporting 50+ users daily across infrastructure, identity and end-user support.
- Migrated company email from Hostinger to Microsoft 365, planning and running the cutover so every mailbox moved across with its full history intact and no interruption to users.
- Built and administer the Microsoft 365 tenant: licensing, users, groups, shared mailboxes, Exchange Online, Teams, SharePoint and OneDrive.
- Build servers from bare metal on Proxmox VE — domain controllers, file, monitoring and backup servers — and moved the backup server and a domain controller to a second site.

- Built a WireGuard hub-and-spoke VPN linking three sites on TP-Link Omada (ER605 gateways, access points, DHCP), replacing a slow relay server and cutting branch latency from about 300 ms to 6 ms.
- Wrote and maintain the disaster recovery runbook, and verify backups with regular restore tests.
- Administer the Active Directory domain across domain controllers at two sites, with AD Sites and Subnets so branch users authenticate over the VPN; author and deploy Group Policy (mapped drives, USB storage blocking) across all three companies, with account lockout alerts.
- Designed the file server permission model on a strict AGDLP structure, so access is granted by group membership and stays auditable; added per-user private drives.
- Run ZKTeco biometric attendance on BioTime across all sites, and host and service monitoring with alerting that surfaces failures before users report them.
- First line for day-to-day support across 50+ users: desktop and laptop faults, account and access issues, printer deployment, LAN / Wi-Fi troubleshooting, and full Windows-to-Mac data migrations verified for integrity before handover.

Environment: Microsoft 365, Exchange Online, Proxmox VE, Samba Active Directory, Ubuntu Server, Windows domain, VMs & containers, Group Policy, WireGuard, TP-Link Omada, ZKTeco BioTime

IT Support Engineer
Dec 2024 – Feb 2026

Health City Vistaar — Lucknow, India

- Provided first-level IT support for users in a Windows Server domain environment.
- Diagnosed hardware and software faults on desktop systems, resolving them remotely and onsite.
- Handled account access issues, password resets and login troubleshooting.
- Installed and configured operating systems, business applications and peripheral devices.
- Resolved printer connectivity and network access issues across the site.

Environment: Windows Server, Windows domain, LAN / Wi-Fi, office applications

IT Support Engineer
May 2023 – Dec 2024

Sikka Broadband Pvt. Ltd. — Lucknow, India

- Provided technical support for internet connectivity and desktop system issues.
- Diagnosed broadband connectivity and router configuration problems for business and residential users.
- Supported users with email client configuration and software troubleshooting.
- Maintained records of service requests and resolutions, supporting analysis of recurring faults.

Environment: Desktop systems, networking, internet connectivity

PROJECTS & LAB EXPERIENCE

Windows Server Domain Lab
Self-built

- Built a full Windows Server domain end to end: Active Directory Domain Services, organisational units, user accounts, security groups and password policies.
- Joined clients to the domain and tested authentication, Group Policy application and account unlock procedures. Complements production experience on Samba Active Directory.

CERTIFICATIONS

Oracle Cloud Infrastructure Certified AI Foundations Associate
Nov 2026 – Nov 2028

Oracle | Credential ID 103578622OCI26AICFA

Oracle Cloud Infrastructure Certified Foundations Associate
Nov 2026 – Nov 2028

Oracle | Credential ID 332985996OCI26FNDCFA

EDUCATION

B.Tech, Computer Science Engineering
2019 – 2023

Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV) — Radharaman Engineering College, Bhopal | CGPA: 8.56 / 10