

JUNAID K P

IT Support and Network/System Administrator

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PROFESSIONAL SUMMARY

Experienced and highly motivated **IT Support and Network/System Administrator** with over **7 years** of proven expertise in delivering efficient technical support, managing IT infrastructures, and supporting SAP MM operations. Skilled in troubleshooting, systems administration, and customer satisfaction with strong adaptability and a proactive mindset.

CORE COMPETENCIES

- IT Support & Troubleshooting
 - Network & System Administration
 - Active Directory & Group Policy
 - SAP MM / WM / BI Module Support
 - Firewall Management (Fortigate)
 - Windows Server & Desktop OS
 - VPN Setup & NAS Management
 - PBX Installation (Grandstream, Yeastar, 3CX)
 - Ticketing Tools: GLPI, Zoho ManageEngine
 - Microsoft Office & Outlook
 - ITIL Framework
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PROFESSIONAL EXPERIENCE

IT Support Engineer / System Administrator

Holistic Smart Contracting, Dubai, UAE

July 2023 – Present

- Manage Windows servers and Active Directory for efficient user and resource management.
- Implement and manage Fortigate firewall including VPNs and policy configuration.
- Handle server/storage infrastructure including NAS configuration and maintenance.
- Install, maintain, and troubleshoot hardware, OS, applications, and network components.
- Setup and manage PBX systems: Grandstream, Yeastar & 3CX.
- Resolve user issues related to email (Outlook), printing, and desktop support.
- Administer ticketing systems ensuring minimal downtime and SLA compliance.

IT Support Engineer

Lulu Hypermarket, Riyadh, Saudi Arabia

June 2018 – July 2022

- Provided front-line support to end-users via GLPI Helpdesk for hardware/software issues.
- Managed POS systems and EOD activities via JUMP SERVER.
- Created, reset, and maintained users in Active Directory and SAP.

- Supported SAP MM operations including stock audits, system stock updates, and report generation.
 - Analysed sales, growth, and wastage using BI tools and coordinated with buyers/managers.
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EDUCATION

Master of Computer Applications (MCA)

University of Calicut, India

Bachelor of Computer Applications (BCA)

University of Calicut, India

CERTIFICATIONS

- CCNA (Cisco Certified Network Associate)
 - MCSA (Microsoft Certified Solutions Associate)
 - ITIL Foundation
 - Desktop Engineering
 - Information Security
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TECHNICAL SKILLS

- **Operating Systems:** Windows Server ,Windows 10/11
 - **Tools:** SAP HANA, Outlook, MS Office Suite, LibreOffice
 - **Ticketing Tools:** Manage Engine Service desk Plus
 - **Backup Tools:**Acronis
 - **Networking:** DNS, DHCP, TCP/IP, Fortinet Firewall & VPN,NAS Storage
 - **Languages:** English, Malayalam, Hindi, Arabic
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PERSONAL DETAILS

- **Visa Status:** Cancelled Visa
 - **Notice Period:** Join Immediately
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OBJECTIVE

To grow within a progressive organization in the IT domain where I can effectively contribute my skills, improve consistently, and add value to the company's technological ecosystem.