Khurram Rajput

Microsoft Certified IT Professional | *10+ Years of Experience (Middle East, Europe, Asia)*
IT professional with extensive experience managing large-scale/mid size IT infrastructures across multinational environments. Expertise in cloud technologies and a strong passion for leveraging/engaging with AI tools to optimize IT operations and drive innovative solutions. *Based in the UAE*

Microsoft CERTIFIED Systems Administrator

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CORE SKILLS

- ■ Office 365 | Google Cloud| management
- ■ Windows and MAC OS
- ■ Devices tracking MDM| Documentation
- ■ IT Infrastructure lead
- ■ Solution provider | Attention to detail
- ■ Training and support

PROJECTS

- ■ Real Estate IT Infrastructure deployment (AUH)
- ■ LED Real Estate Mobile App Deployment (iOS & Android)
- ■ Nestlé Project – ERP Implementation (Multiple locations)
- ■ LED Expo 2020 Dubai Project– VIP IT Support (Zero downtime)

ROLES AND RESPONSIBILITIES

2023 – PRESENT

SENIOR IT CONSULTANT | CONFIDENTIAL REAL ESTATE – DUBAI

- Spearhead daily IT operations for a **UAE-based leading real estate company**, ensuring seamless technical and management support for all users.
- Oversee the **creation and management of O365 user accounts**, ensuring efficient onboarding and granting new employees immediate access to necessary tools and resources.
- **Deploy and configure** devices for employees, adhering to company standards and tailoring setups to meet individual user requirements.
- Conducted 30+ training sessions for employees, improving their use of O365 and macOS/Windows technologies, **resulting in a 40% reduction in support tickets**.
- **Manage OneDrive accounts**, providing secure and efficient storage solutions and ensuring easy access to documents for all users.
- Collaborated with the HR and Operations teams to develop a smooth **onboarding and offboarding process**, improving new employee **setup time by 50%.**
- Handle **O365 and GCP** management, **overseeing staff requirements** and ensuring compliance with management approvals.
- **Led a successful project** to deploy a mobile application for a real estate company, managing the entire process and ensuring its successful launch on both the iOS and Android app stores.

2022 – 2023

IT ADMINISTRATOR|MODERN PHARMACEUTICAL GROUP – DUBAI

- **Administered Active Directory (AD) for employees** and consultants, including password resets, user creations and deploying GPOs.
- **Issues escalations** to the server team / NOC/ or 3rd parties as required.
- Responsible for server administration tasks including user accounts **GCP/O365/business apps**.
- Providing **technical solutions** through remote administration tools **(Manage Engine Desktop).**
- **Led a team of 5 engineers** in the successful **deployment of IT infrastructure** across multiple new clinic locations, overseeing activities such as system deployment, SAP configuration, user account creation, and VPN testing, ensuring seamless integration and operational readiness at each site.

2020 – 2022

IT SUPPORT LEAD ENGINEER| EXPO2020 DXB
- Served as the **primary IT contact for the South and North zones** during Expo 2020 Dubai, managing daily IT operations and ensuring seamless support using Jira, O365, ManageEngine, and ITSM tools.
- Delivered **first-line IT support to VIPs, multinational stakeholders, and partners**, providing remote support via TeamViewer, in-person assistance, and troubleshooting via calls using Microsoft Teams to **ensure minimal downtime**.
- Transferred obsolete or damaged assets to the IT Store or vendors for proper disposal or repair, ensuring compliance with asset management procedures using **Asset Panda.**
- **Provided technical support** to end users both remotely (via Desktop Central, AnyDesk) and physically, resolving hardware and software issues related to Windows 10, macOS, and Android/iOS devices to maintain operational efficiency.

2014 – 2017

IT ENGINEER | ADAM SHIP BUILDING | HAMRIYA FREE ZONE, UAE
- **Monitored and managed the IT infrastructure for 500 users**, utilizing Office 365, SharePoint, Jira, and ManageEngine to ensure optimal performance and seamless operations.
- Handled high-priority tickets via JIRA Service Management, resolving critical issues promptly within SLAs, **ensuring minimal disruption**.
- Installed, configured, and deployed new devices, optimizing hardware performance using tools like **Microsoft deployment tool kit (MDT)** Services for faster provisioning.
- Managed corporate devices across Apple, Android, Windows, and Chrome **using ManageEngine MDM**, ensuring secure configuration and compliance with a **1.4:1 device-to-user ratio.**
- Investigated and resolved user-reported PC and application issues through JIRA, **maintaining a 95% resolution rate within SLA.**

2010 – 2013

DESKTOP SUPPORT ENGINEER| TRG IBEX-GLOBAL | NESTLE PROJECT, PAKISTAN
- Tested and reviewed latest software, hardware, and operating systems.
- Acted as escalation point for troubleshooting **advanced network/systems issues**, consistently earned 100% issue-resolution scores by providing excellent service to internal users.
- Monitored and ensured software applications meet standard security guidelines.

Project : Nestle NPDMS ERP Implementation
- Led NPDMS Nestle ERP project deployment and training.
- Helped client with change management activities **(EXCEL to SAP).**
- Provided technical support to the wide range of users in south and north region.
- Attended **client meetings** and assist with determination of project requirements.
- Testing and patching the new **ERP EXE with reports.**
- Providing analysis and **recommending solutions** to the distribution to maintain the System health and ERP.

KEY ACHIEVEMENTS

- IT Infrastructure Overhaul : *Led the deployment of a new IT infrastructure for a UAE real estate firm, **improving operational efficiency by 30%** with O365, GCP, and OneDrive integration.*

- Expo 2020 VIP Support (2021-2022): *Provided critical IT support to VIPs during Expo 2020 Dubai, **achieving 99.9% uptime across all zones.***

- Nestlé ERP Implementation (2010-2013):*Directed the NPDMS ERP rollout for Nestlé, reducing system downtime by **40% and enhancing operational efficiency.***

EDUCATION

2017-2019 MASTER'S DEGREE in Security Science – ESAIP, France
Project Management & Security

2006-2009 B.S COMPUTER ENGINEERING – Sir Syed University Of Engineering & Technology, Pakistan

CERTIFICATIONS

- **VMware VCP DV 5 Trained**
  Certified ID : VMW-01286763N-00421808
- **Microsoft Certified Solutions Associate(MCSA)**
  Certification ID : 10171733
- **Information Technology Infrastructure Library (ITIL)**
  Certification ID: 4819477
- **Cisco certified network associates**
  Certification ID : CSCO12042426

LANGUAGES

- English
- French B2
- Urdu/Hindi
- American Sign Language

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