

System Administrator

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Professional Summary

Results-driven System Administrator with over 6 years of experience in IT infrastructure, networking, cybersecurity, and cloud technologies. Proven ability to design, secure, and optimize enterprise systems across hybrid environments (on-prem, Azure, AWS, VPSie). Adept at identity management, automation, backup and recovery, and end-user support. Recognized for improving uptime, strengthening cybersecurity posture, and delivering efficient, scalable IT solutions aligned with business goals.

Core Focus: System Administration | Cloud Infrastructure | Cybersecurity | IT Support

Professional Experience

System Administrator — EliteVAD FZCO (Jul 2024 – Present)

- Manage hybrid infrastructure across on-prem, Azure, AWS, and VPSie environments ensuring high availability and scalability.
- Administer Microsoft 365, Teams, Google Workspace, and Active Directory (RBAC) to strengthen identity and access management.
- Implement enterprise-wide backup and disaster-recovery automation, cutting downtime and incident response time by 35%.
- Support 350+ end-users across multiple sites while maintaining system reliability and service continuity.
- Oversee EDR deployments and endpoint protection, improving cybersecurity posture and threat prevention.
- Collaborate with presales teams on cybersecurity, IoT, and cloud projects to support business growth initiatives.

Technical Support Executive — Synosys Technologies LLC (Locator) (Dec 2022 – Jul 2024)

- Trained 1500+ users on IoT software and endpoint-security best practices.
- Led software integration, app testing, and L1/L2 support, resolving 90%+ tickets within SLA
- Managed networking hardware, cloud accounts, and CRM/email systems for SME clients to ensure minimal downtime.

Support Engineer — Savari Motors Hero (Apr 2021 – Sep 2022)

- Deployed endpoint protection and resolved hardware/software issues to enhance workstation security.
- Reduced downtime by 40% through preventive maintenance and documentation improvements.
- Configured network devices and managed user access control, ensuring secure and stable connectivity.
- Assisted in software rollout and updates, maintaining consistent performance across all departments.

Customer Support Executive — Info Link (Aug 2021 – Mar 2022)

- Handled over 100 daily inquiries, resolving 85% at first contact; supported hardware and networking issues.
- Provided Tier-1 technical assistance and troubleshooting for hardware, software, and connectivity concerns.
- Maintained accurate service records, escalating unresolved cases to L2 support teams efficiently.
- Delivered quick, user-friendly solutions that improved customer satisfaction and retention.

Desktop Engineer — Delta Solution (Jan 2020 – May 2021)

- Deployed OS images and configured systems for 1000+ users across multiple client sites.
- Installed and maintained printers, scanners, routers, and other IT peripherals.
- Performed network troubleshooting and ensured smooth connectivity across LAN/WAN setups.
- Supported system migrations, hardware replacements, and routine software updates for enterprise clients.

Education

Diploma in Computer Science Engineering — Annamalai University (2017 – 2020)

Internship in Network Engineering — Synnefo Solutions (2021 – 2022) (RHEL 8, AWS, MCSE, CCNA, Cybersecurity, A+, N+)

Core Competencies

System Administration: Windows Server, Linux, Active Directory, Group Policy, DHCP, DNS, RBAC, Backup & Recovery.

Networking & Infrastructure: Network Design, Firewall Configuration, VPN, Nmap, RAK Monitoring, Cable Troubleshooting.

Cybersecurity: Threat Detection, EDR/XDR/SIEM/SOAR, Policy Enforcement, Incident Response.

Cloud & Virtualization: Microsoft 365, Google Workspace, Azure, AWS, VMware, Hyper-V, KVM.

IT Support & Maintenance: SLA-Driven Support, Remote Troubleshooting, Hardware/Software Deployment.

Automation & Scripting: PowerShell | Bash | Ansible | Zabbix | Intune | SCCM.

Additional Expertise (Cross-Functional Skills)

- IoT Device Configuration & Integration
- Software/Platform Licensing
- Presales Support & Product Demos
- Website Management & Online Branding

Certifications

Google Cybersecurity

Microsoft & LinkedIn — Career Essentials in System Administration & Cybersecurity

Cybersecurity Job Simulations — Mastercard / AIG / Commonwealth Bank / Datacom

Cybersecurity Foundations: Governance Risk and Compliance (GRC)

Google IT Support Professional Certificate

Oracle Cloud Infrastructure 2025 AI Foundations Associate

TCM Linux 100 Fundamentals

Microsoft & LinkedIn — Career Essentials in Generative

AI IFS Presales Essentials

Technical Tools

Windows Server | Linux | Active Directory | VMware | Hyper-V | KVM | Azure | AWS | M365

| Google Workspace | Firewall | VPN | Nmap | EDR | XDR | SIEM | SOAR | PowerShell | Bash | Ansible |

Zabbix | Intune | SCCM | Network Design | Backup & Recovery | Documentation | IoT Integration