RIYASUDEEN FAROOK

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IT Operations Manager | IT Infrastructure Manager | IT Manager

PROFESSIONAL SUMMARY

Results-driven IT Operations Manager delivering >99% uptime across Nutanix AHV, Microsoft 365/Azure AD/Intune, Windows/Linux, and HPE storage, with tested DR/BCP and Veeam recovery. Skilled in scaling governance for 25 Microsoft 365 domains with Proofpoint/CrowdStrike and automating patching for 500+ endpoints via Intune.

Built secure on-prem services (OpenSearch 3.x, Nextcloud, n8n, Ollama) to improve observability, collaboration, and automation. Drove VMware→Nutanix migrations, Palo Alto firewall governance, and ITSM/SLA-aligned delivery. Proven leader in managing cross-functional IT teams, optimizing service delivery, and aligning IT operations with business goals.

CORE SKILLS

- Platforms & Infrastructure: Nutanix AHV, VMware, Hyper-V, Windows Server 2025/2022/2019, Linux (Ubuntu/CentOS), HPE Storage, SQL FCI HA, Palo Alto
- Cloud & Security: Microsoft 365 (Exchange Online, SharePoint, OneDrive), Azure AD, Intune (WUfB/Feature Updates), Proofpoint, CrowdStrike, Veeam, CA/PKI, KMS
- On-Prem Services & Automation: OpenSearch 3.x & Dashboards, Nextcloud, n8n (workflow automation), Ollama (local LLM), IIS
- Containerization: Docker, Docker Compose (Nextcloud, OpenSearch, n8n, Ollama), image lifecycle, volumes, networking
- IT Operations & Governance: ITSM, ITIL Practices, SLA Management, Patch/Change Management, Incident/Problem Management, DR/BCP, Capacity Planning, Vendor & Budget Management
- Scripting/Tools: PowerShell, Bash, SQL, Putty
- Leadership: Strategic Planning, Team Leadership / Cross Functional Collaboration, Stakeholder Engagement, Business Continuity Management, Led a cross-functional IT Team of 4 members

WORK EXPERIENCE

IT Operations Manager / Ajlan & Bros Holding Group - Riyadh, KSA   *06/2024 - Present*

Leadership & Governance: Own SLA governance, change management and CAB participation; drive incident/problem management; led vendor performance reviews; manage OPEX/CAPEX planning and procurement.

- Own IT Operations (Helpdesk, Infrastructure, Systems) delivering >99% uptime and SLA adherence across multi-site environments.
- Deployed Nutanix AHV cluster and migrated legacy VMware workloads; standardized VM provisioning and lifecycle management.
- Administer Microsoft 365 for 25 domains (Exchange Online, SharePoint, OneDrive); enforced compliance and Proofpoint policies and Palo Alto firewall governance.
- Intune MDM: automated monthly patching and Windows feature updates; enforced compliance baselines across corporate endpoints.
- Act as a strategic liaison between internal departments and subsidiary companies to identify technological needs and implement best-in-class IT solutions across multi-site environments.
- Designed and enforced DR strategy using Veeam for M365 and Server on-premise; aligned RPO/RTO and designed faster backup strategy with HPE fiber storage architecture.
- Lead budgeting, costing & forecast analysis, vendor management, and cross-functional delivery with Applications/SAP teams and external partners and spearheaded IT Infrastructure & Systems projects.

- Drive automation and system optimization initiatives to reduce manual effort, enhance performance, and support organizational digital transformation objectives.

IT Administrator - Systems & Infrastructure / Dubai Financial Services Authority - Dubai, UAE   *03/2023 - 03/2024*

- Implemented and maintained robust IT infrastructure, reducing system downtime using SCOM, OPs manager and increasing overall system performance, resulting in enhanced productivity across the organization.
- Created centralized configuration management plans for business continuity using Veeam & Veritas Backup Solutions, prioritizing standardized system frameworks to ease future support deployments.
- Designed service call policies, specifying proficiencies for employees and escalation points when support ticket resolution required supervisor expertise.
- Managed virtual machines running on Hyper-V platform including creating snapshots for quick recovery from errors or failures.
- Directed installation, maintenance and reporting for servers and systems, triaging service calls and prioritizing tickets based on related technical factors.
- Administer Active Directory 2022 environment, including HA and a separate domain for external firms. Manage Microsoft 365 Cloud applications, including Exchange Online, SharePoint Online, OneDrive for Business, Azure AD, and Intune.
- Configure and troubleshoot OUs, GPOs, DNS, Certificate Authority, AD replication, and other core infrastructure components. Oversee virtual environments using VMware vCenter (7.0) and vSphere ESXi hosts (7.0)
- Ensuring optimal operation of the IT Systems & Servers over the organization and maintaining a 99% of system uptime.

IT Executive / Gyma Food Industries (Savola Foods) - Dubai, UAE   *08/2022 - 03/2023*

- Orchestrated a 20% improvement in overall IT operational efficiency by implementing streamlined workflows, resulting in a 15% reduction in response time to critical issues and achieving a 25% increase in team productivity over a 12-month period.
- Developed and implemented short and long-term technology programs to determine performance measurements, outcomes and investment needs.
- Participated in the cross-tenant migration of 400 O365 users, handling mailboxes, OneDrive, D365, SharePoint, and computer domain network.
- Formed and reinforced third-party relationships with IT leaders at allied organizations, providing opportunities for joint ventures and collaborative products.
- Coordinated, managed and prepared RFPs and RFQs for purchasing department, recommending software and hardware specifications.
- Orchestrated high-level IT vendor relationships, selecting voice, data and other providers in addition to verifying and maintaining advantageous service level agreements.
- Managed users, groups, and permissions in hybrid Windows Active Directory 2019 across UAE and KSA sites.

IT Engineer / IT Specialist / Ajmal Perfumes Manufacturing - Dubai, UAE   *12/2018 - 08/2022*

- Implemented proactive network monitoring strategies, reducing system downtime by 25% and ensuring a 99.9% uptime for critical business applications, resulting in enhanced operational efficiency and minimized financial impact.
- Performed troubleshooting and maintenance of hardware and software components, including servers, routers, switches, firewalls, and other network devices.
- Maintained digital inventories of IT products with Spiceworks Inventory solution. Handled IT purchases and coordinated with suppliers for timely product receipt.
- Assisted the outsourced SAP Team in implementing the new ERP solution.
- Designed Standard Operating Procedure (SOP) for integration of new systems and software, streamlining change management through consistent task replication.
- Drafted cabling and network configuration diagrams, illustrating plans to create repeatable, consistent infrastructures for multi-site facilities.
- Executed various SQL queries for database management in retail outlets using Toad for Oracle. Installed, configured, and assisted with the Orion retail software and database for retail shop operations.
- Designed network configurations incorporating hardware from multiple providers, harmonizing and securing multi-vendor frameworks during installation and beyond.

IT Support & Network Support Engineer / Dora Infotech LLC - Dubai, UAE   *12/2017 - 11/2018*

- Reduced system downtime by 30% through proactive network monitoring, identifying and resolving issues before they impacted operations.
- Managed IP PBX and PABX lines, handling installation and troubleshooting at client sites. Installed operating systems, antivirus software, ERP, and various applications like MS Office.
- Provided on-site technical support, troubleshooting client errors for effective problem resolution. Configured Microsoft Server and maintained Active Directories for AMC Client's employees.
- Successfully implemented security protocols, resulting in a 25% decrease in cybersecurity incidents and ensuring the integrity of the organization's data.
- Responded to and resolved an average of 50+ IT support tickets weekly, consistently meeting or exceeding the established service-level agreements (SLAs).
- Set up and installed computers, routers, telephony systems, and servers for office setups. Installed and configured data and voice cables at new office sites, ensuring server-end configuration.
- Conducted regular network audits, ensuring compliance with industry standards and reducing vulnerabilities, contributing to a 15% improvement in overall network security.

EDUCATIONAL QUALIFICATION

Bachelors: B.E. Computer Science and Engineering   *05/2015*
Aalim Muhammed Salegh College of Engineering - Chennai, India (Anna University Affiliated)

CERTIFICATIONS

- Nutanix Cloud Administration, Nutanix Academy, Sep 2024
- Administering VMware vSphere 8 and vCenter, Udemy, Jun 2024
- CompTIA Security+, Cybrary IT, Dec 2019
- Cisco Certified Network Associate (CCNA), Sansbound Networking School, Chennai, India, Apr 2016
- Completed academic final year project "Anti-Theft Mobile Application for Android Based Device"

KEY PROJECTS & ACHIEVEMENTS

- Migrated all corporate servers from VMware vCenter to a Nutanix AHV cluster, enhancing scalability, performance, and infrastructure management.
- Implemented Proofpoint Email Security for 25 domains, configuring advanced policies to ensure comprehensive protection against phishing, spam, and malware threats.
- Onboarded and enrolled all corporate endpoints to Microsoft Intune, automating monthly patch deployments, Windows feature updates, and compliance policy enforcement.
- Migrated endpoint protection from Acronis EDR to CrowdStrike XDR, improving threat detection, response times, and security posture.
- Deployed Veeam Backup for Microsoft 365, including Exchange Online, OneDrive, and SharePoint, along with Veeam Backup & Replication for on-prem servers using fiber-based HPE storage architecture.
- Completed multiple M365 domain migrations during company acquisitions, consolidating user identities, email services, and shared resources.
- Executed tenant-to-tenant migrations of Microsoft 365 services including Exchange Online, OneDrive, SharePoint, Microsoft Teams, Azure AD, and hybrid-joined computer accounts.
- Deployed Windows 11 in-place upgrades for 250+ laptops using SCCM, streamlining OS transition with minimal user disruption.
- Lead the successful data center relocation for AAFAQ (a leading Islamic bank in UAE's semi-government sector), ensuring secure, uninterrupted services.

- Implemented Unify IP Telephony solution for 170+ users, replacing legacy PBX systems with modern VoIP infrastructure.
- Completed full IT infrastructure setup for a new branch in Jebel Ali Free Zone, including network configuration, telephony, and CCTV systems.
- Deployed ManageEngine ServiceDesk Plus with integrated asset management for UAE and KSA offices, improving IT service management and asset visibility.
- Oversaw Data Center Revamp Project, transitioning legacy servers to Dell VxRail HCI, optimizing rack space, cabling, and power redundancy systems.

DRIVING LICENSE

Holding KSA & UAE driving licenses

IQAMA STATUS

Holding Transferrable Iqama

SCE MEMBERSHIP

Approved **Computer Engineer** Status