

Mr. Durgesh Sharma *Senior IT Support & Infrastructure Engineer*

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 Indian  Married  UAE Driving License - Valid  Male  Employment



PROFILE

Results-driven Senior IT Support & Infrastructure Engineer with comprehensive expertise in architecting, securing, and managing enterprise IT environments. Proven track record in orchestrating multi-vendor cloud ecosystems across **AWS, Azure, and Alibaba Cloud**, alongside extensive administration of **Windows Server (2012–2025), Linux Server, Microsoft 365, and G-Suite, Google Workspace**. A hands-on technical leader expert in configuring robust networking frameworks utilizing **Fortigate Firewall, Cisco, Meraki, TP-Link, and Aruba APs**, complemented by strict data governance and BCDR (Business Continuity/Disaster Recovery) strategies linking **QNAP NAS to Azure Blob storage**. Adept at life-cycle IT asset management via **Snipe-IT, GLPI, and Zoho**, while seamlessly overseeing full-stack enterprise support, hardware diagnostics (Desktop, Laptop, macOS, iOS, Android), hybrid print servers (HP, Xerox), and security systems (**Hikvision CCTV/Biometrics and ZKTeco/Matrix COSEC**). Strategically bridges infrastructure with modern web environments, maintaining high-availability web platforms built on **WordPress, React, Angular, and Next.js**.

CORE SKILLS

- **Cloud & Directory:** Microsoft Azure, AWS, Alibaba Cloud, Microsoft 365 (M365), Google Workspace / Google Business
- **Operating Systems:** Windows Server (2012–2025), Linux, Windows 10/11, macOS
- **Networking & Firewalls:** Fortigate, Cisco, Cisco Meraki, TP-Link, D-Link, Aruba Access Points
- **Storage & Backup:** QNAP NAS, Hybrid On-Premise to Azure Blob Storage Backup Systems
- **ITAM & CRMs:** Snipe-IT (Self-Hosted), GLPI (Self-Hosted), AssetTiger, Zoho CRM
- **Physical Security:** Hikvision CCTV, Hikvision Biometrics, ZKTeco, Matrix COSEC
- **Web Development:** WordPress, React, Angular, Next.js
- **Hardware & Endpoints:** HP & Xerox Network Print Servers, Desktop, Laptop, iOS, and Android diagnostics

PROFESSIONAL EXPERIENCE

08/2025 – Present
Dubai, UAE

Senior IT Support & Infrastructure Engineer, Emirates Medical Fitness (Dubai)

Key Responsibilities

- **Managed end-to-end IT infrastructure for government systems**, ensuring maximum uptime for critical business applications including Amer, Tas-heel, and Dubai Health Authority (DHA).
- **Administered hybrid identity and cloud networking**, leveraging Active Directory, Microsoft Entra ID (Azure AD), Group Policies, and Cisco Meraki Dashboard/Portal operations.
- **Engineered and secured enterprise network infrastructure**, configuring Cisco routers/switches, FortiGate firewalls, Aruba PoE Access Points, VLANs, and corporate VPNs.
- **Optimized storage, backups, and workplace solutions**, managing Windows File Servers and QNAP NAS (RAID), while supervising Hikvision CCTV, COSEC biometrics, and hp xerox & printing technologies.
- **Governed user endpoints, assets, and ERP platforms**, provisioning Windows 10/11 Pro, Office 365, and AxisPro ERP (HR/Payroll/CRM) while tracking lifecycles via AssetTiger, Snipe-IT, and Spiceworks.
- **Strengthened cybersecurity and high-tier L1/L2/L3 support**, executing Windows Server (2019–2025) patch management, disaster recovery, vendor AMCs, and incident resolution for 300+ users via ServiceNow.

01/2020 – 07/2025
Dubai, UAE

IT Manager, *Compass Insurance Brokers LLC*

Key Responsibilities

- **Orchestrated end-to-end IT infrastructure and L2 workflows**, aligning servers, networks, cloud services, and end-user computing while streamlining incident management via ServiceNow.
- **Administered hybrid server and cloud environments**, managing Windows Server (2012–2022), Active Directory, Group Policies, VMware, Linux Ubuntu, and multi-cloud solutions (Azure, AWS, Alibaba Cloud).
- **Optimized Microsoft 365 and storage systems**, securing Exchange, SharePoint, Teams, and OneDrive while managing QNAP NAS storage, RAID setups, and Azure Blob backups.
- **Engineered network security and regulatory compliance**, configuring FortiGate 100E firewalls, Cisco/D-Link switches, Aruba AP22, VLANs, and VPNs to meet strict **CBUAE** requirements.
- **Governed business applications, assets, and web platforms**, managing Praktora CRM, ConnectHR, Tally ERP, SQL databases, WordPress sites, and IT asset lifecycles via AssetTiger/ManageEngine.
- **Supervised workplace technology and IT projects**, overseeing Hikvision CCTV, ZKTeco biometrics, UTAX printing, vendor AMCs, procurement audits, and infrastructure upgrades.

03/2015 – 12/2019
Dubai, UAE

Service Center Incharge, *Computer Care Group L.L.C*

Key Responsibilities

- **Directed daily service center operations and a team of technicians**, optimizing job allocations, monitoring workflows, conducting strict quality checks, and managing team performance.
- **Executed advanced hardware and chip-level diagnostics**, repairing multi-brand laptops, desktops, workstations, and servers through component-level replacement, soldering, and BIOS programming.
- **Resolved complex software and OS conflicts**, troubleshooting driver incompatibilities, application faults, and network-related issues across enterprise Windows environments.
- **Administered corporate AMCs and client relations**, ensuring strict SLA adherence, conducting preventative maintenance, and providing technical consultations with after-sales support.
- **Managed supply chain and workshop operations**, coordinating with vendors for spare parts procurement, handling warranty claims, and tracking digital inventory and service tickets.
- **Provisioned core IT infrastructure for corporate accounts**, deploying clean OS installations, managing off-site server maintenance, secure data backups, and network troubleshooting.

CERTIFICATES

- Microsoft Certified Solutions Associate (MCSA) – Windows Server 2016
- Cisco Certified Network Associate (CCNA) – Currently Pursuing
- Diploma in Computer Hardware & Networking
- ITIL® 4 Foundation Certification – Currently Pursuing
- MCTC – Certified Chip-Level Hardware Repair Technician

EDUCATION

Mumbai, India

Sandesh College of Arts, Commerce and Science,
Undergraduate Coursework: Bachelor of Commerce (B.Com)

Mumbai, India

Sandesh College of Arts, Commerce and Science, *Higher Secondary Certificate (HSC)*

LANGUAGES

English

Hindi

Marathi