



SAJID ALI POONGATIL

IT SUPPORT ENGINEER

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Dubai, United Arab Emirates

PROFESSIONAL SUMMARY

Technology and business visionary professional with an unmatched track record in directing prestigious projects & programs of large magnitude, providing assistance in building technology set-ups, identifying technology trends, defining processes, and controlling risk; targeting to express potential in challenging roles in IT Operations, System Administration, Service Delivery Excellence & Client Relationship Management with an esteemed organization

SUMMARY OF CAREER

- **IT Professional with over 3 years in IT Service Operations** and Delivery Management, with a proven track record of leading large-scale service desk functions and transforming service delivery including system installation, configuration, upgrades, and maintenance across diverse Windows and Linux environments.
- Experienced in **ERP, HRM, CRM, and Enterprise Software Implementation** including system configuration, deployment, customization coordination, user onboarding, and post-implementation support.
- Skilled in **Requirement Gathering, Workflow Analysis, Attendance & Payroll Configuration, and Business Process Automation** for healthcare and corporate clients.
- Strong exposure in **Biometric Integration, Kiosk/Token Management Systems, Client Training, Troubleshooting, and Technical Support** across multiple business environments.
- Adept at **Client Coordination, Project Delivery, System Testing, Issue Resolution, and Cross-Functional Team Collaboration** to ensure smooth software implementation and customer satisfaction.
- **Extensive knowledge in ITIL & ITSM** foundation framework which includes Service Delivery functions such as Incident Management, Problem Management, Change Management, Configuration Management & Asset Management; expertise in managing high-severity incidents to ensure service availability with minimal delay & impact towards ensuring smooth operations of various environments.
- **Technical expertise** spans Microsoft Windows Servers (2008–2022), Azure Active Directory (AD), SAP Database management & cloud environments with in-depth proficiency in scripting (PowerShell, Python, Bash) & automation tools for optimized system performance.
- **Proficiency in managing multiple global IT projects** through aggressive project governance processes encompassing workflow design, estimations, risk analysis, work allocation/monitoring, schedule implementation, budgetary control, production schedule, quality assurance, status reporting & client/project team coordination
- **Installation /Configuration** of Windows NT, Windows2000, 2003, 2008, 2012 Servers Platforms Windows XP, 7, 8,10, Mac for all client PCs.
- **Software, network and hardware support**, including routing the cables and wireless networks to the corporate office, banks, schools and colleges, also Provide support and technical issue resolution via E-Mail, phone and remote support.
- Pivotal in configuring, managing, and troubleshooting enterprise-level backups using **Veeam, Shadow Protect, Windows Backup, and NAS systems**, ensuring data security and disaster recovery readiness
- Exhibited excellence in managing various activities about **IT Operations encompassing setting up of targets, SOP & SLA management**, budgets, quality assurance, MIS reporting & best practices implementation; strong experience in ITIL-aligned support roles, **handling ticketing tools like Dynamics 365 and ManageEngine, providing 24/7 helpdesk support** & consistently delivering exceptional end-user client experiences
- Managing and Maintaining centralized Cloud **Antivirus** portal and Console. Create policy for Desktop and Servers. (E-Scan, Malwarebytes, F-Secure, Bitdefender).
- **Technology Evangelist** enthusiastically meeting deadlines with innate skills in building high performing teams entailing XX members that excel in delivering business value through technology transition

OBJECTIVE

Seeking to work in a professionally competent workplace that encourages professionalism and will use my skills and knowledge to ensure proper administration of Windows Systems.

PROFESSIONAL EXPERIENCE

Implementation Engineer

Direct Axis Technologies LLC,
Dubai, UAE | Jan 2026 – Present

Environment: ERP Solutions, HRM Systems, CRM Applications, Attendance & Payroll Systems, Biometric Devices, SQL Database, Windows Environment, Client Support & Software Implementation.

- Implementing and configuring **ERP, HRM, CRM**, and business automation solutions based on client requirements
- Conducting **software deployment, user onboarding, system configuration, and end-user training** for clients
- Managing **attendance systems, payroll setup, leave policies, shift configurations, and biometric integrations**
- Coordinating with clients to **gather requirements, troubleshoot issues, and ensure smooth software implementation**
- Providing **technical support, remote assistance, and post-implementation maintenance** for enterprise applications
- Working closely with development and support teams for **customization requests, bug tracking, and feature testing**
- Performing **database validation, report verification, and system testing** to ensure accurate functionality
- Supporting **kiosk/token management systems, workflow automation, and process optimization** for healthcare and corporate clients
- Preparing **implementation documentation, user manuals, and project status updates** for clients and management
- Ensuring successful project delivery while maintaining high client satisfaction and operational efficiency

IT Support Engineer

Netsole IT Solutions LLC,
Dubai, UAE | Jan 2025 – Jan 2026

Environment: Windows server 2022, Azure AD, SAP DB, Active directory, Patch Management, vulnerability Scan, Server Migration, Hyper-V, DNS, DHCP, Group policy, IIS, Veeam Backup, Office 365, PBX, Antivirus Management, NAS QNAP, SonicWALL/Fortinet Firewall, Cable Management, Port mapping, VPN Power Application, office 365 Dynamic office 365 Admin

- Configured and maintained **Windows servers, CCTV, PABX**, and **CRM** systems
- Managed **door access, biometric attendance, and backup solutions** (Veeam, Windows Backup)
- Deployed and supported **NAS storage, access points, and Wi-Fi networks**
- Handled **cybersecurity**, including **endpoint and email security**, and **Office 365** administration
- Performed network **switching, routing, firewall** and **VPN** configuration for secure remote access
- Configuring & Maintaining Site to Site **VPN Connectivity**.
- Delivered **remote support**, managed **IT documentation**, and ensured smooth client operations

IT Support Engineer

Flipkart Pvt Ltd,
Ernakulam, India | Dec 2023 – Nov 2024

- Configured and installed end-user systems and performed **OS installations** (Windows/Mac)
- Monitored and maintained server infrastructure with **AD, DNS, DHCP**
- Managed **backups** using Veeam and Windows Backup
- Provided **remote** and **on-site support**, using Chrome Remote and AnyDesk
- Maintained **NAS storage** (Synology, Netgear, QNAP) and configured network devices
- Administered **Office 365, Microsoft Defender, and Antivirus Consoles**
- Supported **CCTV, IP Phones, PABX and print management** systems

Network Engineer (Intern)

Green Media,

Kerala, India | Aug 2023 – Sep 2023

- Assisted in configuration of **LAN/WAN networks**
- Conducted basic **troubleshooting** and supported IT infrastructure setup
- **LED wall** configuration and **Screen Mapping** (NovaLaCT)
- **Conference** Handling and Live Streaming (YouTube, Facebook)

EDUCATION

Bachelor of Computer Application | Calicut University, Kerala, India | 2023

Higher Secondary – Science | Board of Public Examination, Kerala | 2020

SSLC | Board of Public Examination, Kerala | 2018

CERTIFICATIONS & TRAINING

- **Windows Server Configuration** (Udemy, 2023)
- **Networking Training Program** (SDC Networks, Kerala, 2023)
- **Veeam Backup Solutions** (Veeam e-learning, 2025)
- **Ruijie network management** (Ruijie training program, 2025)

TECHNICAL SKILLS

- **Operating Systems:** Windows 7/8/10/11, Mac, ChromeOS, Linux (Ubuntu, CentOS, RedHat, Oracle Linux)
- **Servers:** Windows Server 2012, 2016, 2019, 2022, Exchange Server
- **Networking:** Cisco, D-Link, Aruba, Ruijie, SonicWall, FortiGate, Checkpoint, Huawei
- **Programming:** HTML, CSS, JavaScript, Python
- **Tools:** Microsoft Office, SQL, SAP DB, Tally ERP 9, Dynamics 365, Manage Engine

PERSONAL DETAILS

Nationality: Indian

Visa: Employment Visa

Driving License: **UAE Driving License**