



REHAN ALI

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PROFESSIONAL SUMMARY

IT System Administrator with 8+ years of experience managing enterprise IT infrastructure, including VMware virtualization, Microsoft 365, Active Directory, and Azure environments. Proven expertise in system deployment, troubleshooting, and cloud services, with a strong focus on performance optimization, security, and high availability. Based in Dubai and holding a valid UAE driving license, seeking a challenging role in system administration or cloud infrastructure.

TECHNICAL SKILLS

Systems & Virtualization:

VMware ESXi, Hyper-V, Windows Server

Cloud & Microsoft Technologies:

Microsoft 365, Azure, Exchange Online, Intune, SharePoint Online

Infrastructure Services:

Active Directory, Group Policy, DNS, DHCP, File & Print Services

Backup & Security:

Veeam Backup & Replication, Disaster Recovery, Patch Management

Operating Systems:

Windows, Linux

Support & Tools:

IT Helpdesk, System Monitoring, Hardware & Software Troubleshooting

PROFESSIONAL EXPERIENCE

System Administrator

CubeZix Technologies, Dubai, UAE | Feb 2022 – Present

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- Managed and maintained VMware ESXi environments, including VM provisioning, clustering, and lifecycle management
 - Managed 50+ virtual machines in a production VMware infrastructure, ensuring high availability and optimal performance
 - Administered Active Directory, Group Policy, DNS, and DHCP services across enterprise environments
 - Managed Microsoft 365 and Exchange Online, including user accounts, distribution groups, and mailbox migrations
 - Monitored server performance, resolved critical alerts, and implemented monthly patching with detailed reporting
 - Implemented and maintained Veeam backup solutions, ensuring reliable data protection and disaster recovery readiness
 - Supported Azure and cloud-based services to optimize infrastructure performance and scalability

- Maintained accurate server inventory and documented system configurations for operational efficiency
- Provided L2/L3 technical support to 300+ users across multiple client environments, resolving complex system and network issues within SLA

IT Engineer (L2 Support)

Future Focus InfoTech, Dubai, UAE | Jan 2020 – Oct 2021

- Delivered L1/L2 technical support to end users, ensuring SLA compliance
- Deployed and configured desktops, laptops, printers, and enterprise applications
- Managed Active Directory users, permissions, and domain services
- Installed and configured Windows/Linux servers based on business requirements
- Supported data center migration and infrastructure deployment projects
- Maintained backup and recovery procedures for servers and endpoints

IT Support Engineer

Intelligent Business Technologies, Dubai, UAE | Dec 2016 – Nov 2019

- Provided technical support to users, resolving hardware, software, and network issues
- Installed and configured operating systems, applications, and peripherals
- Supported domain environments, email configurations, and file services
- Maintained backup systems and ensured data integrity
- Managed helpdesk tickets and ensured timely issue resolution

EDUCATION

MSc. Electronics

Quaid-i-Azam University, Islamabad, Pakistan

BSc. Mathematics

Punjab University, Lahore, Pakistan

CERTIFICATIONS

- MCSA (Microsoft Certified Solutions Associate)
- CCNA (Cisco Certified Network Associate)
- Server Virtualization with Hyper-V

TRAINING

- Microsoft 365 Administrator
- Microsoft Azure Administrator Associate

LICENSES

- UAE Driving License (Light Motor Vehicle)

SOFT SKILLS

- Problem Solving
- Communication
- Critical Thinking
- Attention to Detail
- Multitasking
- Adaptability