

Muhammed Zanhah IT Support Engineer

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🌐 zanhah.com 📄 Employment Visa 🇮🇳 Indian

PROFILE

IT Support Engineer with 1+ years experience securing infrastructure for 100+ users. Skilled in Windows/Linux, O365, AD, user provisioning, and endpoint security with hands-on Fortinet, Meraki, Ubiquiti, Hikvision, and ZKTeco expertise. Managed desktops, servers, printers, IP telephony, CCTV, and access systems, ensuring high operational reliability.

SKILLS

Active Directory • IP Telephony & VoIP • SLA Management • Windows & Linux Admin • Backup & Recovery • User Access & Provisioning • Hardware & Software Troubleshooting • Microsoft 365 • Network Configuration • IT Automation & Scripting • Firewall & Router • AI-Powered Troubleshooting • CCTV & Biometric Systems • Virtualization • MFA Deployment • Endpoint Security • Storage Management (NAS) • IT Asset Management

PROFESSIONAL EXPERIENCE

IT Support Engineer, Crystal Gallery 05/2025 – Present
Dubai, UAE

- Managed 80+ desktops and laptops, 20+ printers, Microsoft 365, Active Directory, and endpoint security for 100+ users including full onboarding and offboarding.
- Configured and managed Ubiquiti, Fortinet, Cisco Meraki, D-Link, Linksys, TP-Link devices, including VPNs, firewalls, and intrusion prevention.
- Deployed and maintained CCTV and biometric access control systems; supported 40+ IP phones with PBX integration, SIP trunking, and call routing.
- Implemented backups, disaster recovery plans, and proactive monitoring for desktops, servers, and Vitro laser & Waterjet production systems.

Technical Support Consultant, Freelance 01/2025 – 04/2025
Kerala, India

- Optimized web-system reliability, ensuring 99.9% uptime via proactive technical resolution.
- Provided hardware and software diagnostics, ensuring seamless user experiences.

Web Developer, SRV InfoTech 12/2023 – 12/2024
Kerala, India

- Optimized internal web tools for speed, reliability, and caching.
- Coordinated with teams to implement IT solutions and deploy updates.

CERTIFICATES

- Fortinet Certified Fundamentals in Cyber Security 📄

EDUCATION

Bachelor of Computer Applications, Pondicherry University 07/2019 – 08/2022
Mahe, Pondicherry

PROJECTS

BitLocker & Disk Encryption Compliance Automation

- Developed a Powershell script to scan endpoint encryption status, validate compliance & flag non-compliant systems.
- Tools used: Windows OS, Powershell scripting, BitLocker, Security Compliance, Automated Reporting.

Automated Microsoft 365 Mailbox Usage Monitoring

- Engineered a Powershell script to monitor mailbox quotas & usage across all users, generating centralized IT reports.
- Tools used: Windows OS, Microsoft 365, Exchange Online PowerShell, Automation, Resource Optimization.

Automated System Health Monitoring via PowerShell

- Developed a Powershell script to monitor system health, track performance metrics & alert for potential issues.
- Tools used: Windows OS, Powershell scripting, System monitoring, Troubleshooting, Automation.

LANGUAGES

- English
- Hindi
- Malayalam
- Arabic