

ARUNJITH ULLASSAN

SENIOR IT SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

Results-driven Senior IT Support Engineer with 11+ years of progressive experience in IT operations, infrastructure management, and technical support across enterprise environments. Successfully managed IT operations for 200+ users at leading media company and medical facility in Abu Dhabi. Proven expertise in system administration, network security, cloud infrastructure, and service management. Microsoft Certified Azure Administrator and RedHat Certified Engineer with demonstrated success in achieving 96% ADHICS audit compliance. Skilled in leading IT teams, vendor management, budget planning, and delivering enterprise-level technology solutions aligned with business objectives.

SKILLS & AREAS OF EXPERTISE

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|--------------------------|----------------------------|--------------------------|----------------------------|
| • System Administration | • Active Directory | • NAS Storage Management | • EMR & CRM Administration |
| • Server Management | • Backup & Recovery | • Network Security | • Asset Management |
| • Mail Server Management | • Web Server Management | • Incident Management | • IP PBX Management |
| • End-User Support | • Ticket Management | • Endpoint Protection | • CCTV & Wi-Fi Management |
| • Network Administration | • Microsoft Azure & Intune | • VMware Administration | • Data Archiving |
| • SLA Management | • Firewall Management | • ADHICS & ADMCC | • Vendor Coordination |

PROFESSIONAL EXPERIENCE

- IT MANAGER** **Feb 2023 - Aug 2025**
Pyramedia Group (incl. Delma Medical Center), Abu Dhabi, UAE.
 - Handled complete IT infrastructure operations for Pyramedia Group and Delma Medical Center as the single IT resource.
 - Provided IT technical support and administration for branches in Saudi Arabia and Egypt.
 - Provided support for Windows, macOS, and Linux users, delivered remote support via remote desktop tools.
 - Administered emails in MS Office 365, Google G Suite, and Bluehost, handled configuration and troubleshooting.
 - Managed and troubleshot firewalls, switches, and NAS storages, ensured network security and performance.
 - Administered Active Directory Domain Controller and DNS, implemented Group Policies for users and workstations.
 - Managed SharePoint and Microsoft Teams for collaboration and user support.
 - Configured daily data backup for server and client systems, managed data archiving and restore support.
 - Managed antivirus/endpoint protection and performed security monitoring and troubleshooting.
 - Managed web hosting server administration, including account setup, configuration, and troubleshooting.
 - Implemented and managed Data Loss Prevention (DLP) policies.
 - Administered clinical EMR software and supported bulk SMS broadcasting.
 - Ensured compliance with ADMCC and ADHICS protocols.
 - Provided technical assistance for meetings and video conferences.
 - Administered IP phone system, monitored and managed CCTV, access control, and attendance systems.
 - Managed IT budgets, vendor coordination, procurement, fixed asset register, and asset movement/disposal.
 - Performed root cause analysis and documentation, applied patches, updates, and upgrades as needed.
- IT SUPPORT ENGINEER** **Dec 2019 - Dec 2022**
Department Of Municipalities and Transport, Abu Dhabi, UAE.
 - Provided IT support for 700+ users in a government organization, handling incidents & service requests across departments.
 - Used ManageEngine ServiceDesk Plus for ticket prioritization, daily updates, documentation, and SLA-driven closure.
 - Supported Active Directory user account operations, managed Group Policies for users/workstations.
 - Performed configuration and troubleshooting of E-mail and VPN client software, ensuring secure stable connectivity.
 - Managed and troubleshot networking-related issues and coordinated with the L3 team for complex resolutions.
 - Provided remote support using MS Teams, performed root cause analysis and maintained technical documentation notes.
 - Installation, configuration, and troubleshooting of client-side VPN to enable secure remote access.

- **SYSTEM ENGINEER** **Dec 2017 - Mar 2019**
Vidal Health Insurance TPA Pvt Ltd, Kochi, India.
 - Managed IT operations for 3 branch offices, providing end-to-end user support and infrastructure support.
 - Provided hardware and software support for end users, performed troubleshooting and issue resolution.
 - Managed asset management activities, including maintaining asset details, allocation, and tracking.
 - Supported email and FAX server operations, including user configuration and client-side troubleshooting.
 - Assisted with firewall configuration and troubleshooting to maintain secure network operations.
 - Managed and maintained network printers/scanners and supported branch IT requirements.
 - Configured and monitored daily data backup for server and client systems; supported restore activities when required.
- **DESKTOP SUPPORT ENGINEER** **Sep 2015 - Nov 2017**
Wipro Technologies, Kochi, India.
 - Delivered L1/L2 support for a large enterprise environment supporting 3000+ users across multiple projects.
 - Provided support for Windows, macOS, and Linux users, troubleshot OS, applications, and hardware issues.
 - Performed SCCM support activities including endpoint configuration assistance and troubleshooting client-side issues.
 - Installation, configuration, and troubleshooting of client-side VPN to enable secure remote access.
 - Configured and maintained network printers and scanners, resolved driver, and connectivity issues.
 - Updated incidents/requests in the Wipro ticketing tool (Service Now) and followed escalation matrix to meet SLA timelines.
 - Provided remote support using remote desktop tools, documented fixes and performed root cause analysis.
- **TECHNICAL SUPPORT ENGINEER** **Oct 2012 - Aug 2015**
Navy Children School, Kochi, India.
 - Provided L1/L2 support for Windows systems across classrooms and administration to support daily academic operations.
 - Supported e-learning application usage and assisted staff with application troubleshooting and user guidance.
 - Performed hardware maintenance, software installation, upgrades, and patching to keep endpoints stable and secure.
 - Managed network connectivity troubleshooting, printer/scanner support & peripheral configuration for staff and students.
 - Delivered user assistance and training to teachers/staff to improve adoption of education tools and reduce repeat incidents.

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate | Certification Number: [QD61B7-2EE82E](#)
- RedHat Certified Engineer (RHCE) | Certification Number: [130-085-715](#)
- RedHat Certified System Administrator (RHCSA) | Certification Number: [130-085-715](#)

TRAINING / COURSES COMPLETED

- CCNA (Routing and Switching)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft 365 Administration
- Apple Certified Support Professional (ACSP)

EDUCATION

- **B. Sc Electronics** | Mahatma Gandhi University, Kerala, India. (UAE Embassy & MOFA Attested)

KEY ACHIEVEMENTS

- Successfully led Delma Medical Center IT, HR and Admin department to achieve **96% ADHICS audit score**, ensuring healthcare compliance and regulatory standards (2024 & 2025)

PERSONAL INFO

- Date of Birth : 27 Apr 1989
- Nationality : Indian
- Gender : Male
- Marital Status: Married
- **Availability** : **Immediate**
- Visa Type : Visit Visa
- Visa Expiry : 03 May 2026
- Languages : English, Hindi, Malayalam, Tamil

REFERENCES

- **Mr. Marwan Abouelnour** | Chief Technology Officer | Pyramedia Group, Abu Dhabi, UAE.
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