

HARIKRISHNAN R

IT Infrastructure & Cloud • Delivery & Platform Automation • AI-Driven IT Operations
9 Years UAE Experience • Multi-Site Delivery (Dubai & Houston) • ISO 27001 / GSMA-SAS

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Currently employed, UAE Employment Visa • One month notice • English, Malayalam, Hindi, Tamil

PROFESSIONAL SUMMARY

IT professional with 9 years of UAE experience delivering infrastructure, cloud and platform automation across multi-site environments. At UAS International Trip Support, supports 300 users and 12 servers across Dubai and Houston, and resolved 498 service requests in 14 months at a 98.8% closure rate, which is 45% of all departmental ticket volume. Takes initiatives end to end, from scoping and supplier engagement through to implementation and handover. Led a five-person production IT team for two years in an ISO-certified environment, and delivered the technical workstream for ISO 27001 and GSMA-SAS certification. Completing BTech Computer Science and Microsoft AZ-104.

PROFESSIONAL EXPERIENCE

IT Administrator

May 2025 - Present

UAS International Trip Support | Dubai, DAFZA

Supporting 300 users and 12 servers across Dubai and Houston, USA. Hands-on delivery ownership spanning infrastructure, cloud, identity, endpoint, telephony, security and compliance.

- Own delivery of infrastructure and cloud initiatives end to end, from scoping and supplier engagement to implementation and handover.
- Resolved 498 service requests over 14 months at a 98.8% closure rate, roughly 36 per month. That was 45% of total departmental ticket volume, across onboarding, access, asset lifecycle, mailbox, telephony and infrastructure.
- Administer Microsoft Entra ID and Azure AD Connect for hybrid identity and access control. Manage hybrid Exchange across on-premises and Microsoft 365, including migration, delegation and mail-flow resolution.
- Deploy and manage corporate devices through Microsoft Intune, Windows Autopilot and Apple Business Manager across Windows, iOS and macOS, with MDM and MAM compliance policies. Delivered zero-touch provisioning in both Dubai and Houston, plus an enrollment guide adopted as internal standard.
- Deliver endpoint management, patch automation and scripted remediation through Atera, with SentinelOne for endpoint security. Monthly patch cycles include expedited zero-day remediation, most recently for AD FS and SharePoint.
- Coordinate delivery with Houston stakeholders across a ten-hour timezone offset, including scheduling, change windows and communication.
- Run competitive IT procurement. Every purchase goes to three vendors for quotation and comparison, to evidence value for money before approval.
- Author and maintain the internal delivery documentation set of SOPs, change requests, implementation guides and trackers, giving the team repeatable process and audit traceability.
- Operate GLPI for asset and licence management, LibreNMS for monitoring and Wazuh for threat detection. Also administer 3CX VoIP including SIP trunk and carrier-side fault resolution, plus RDS, FSLogix and Cisco switching.

Junior IT Administrator

March 2024 - April 2025

Trasna | Dubai

Infrastructure, security and compliance ownership for a smart-card and IoT manufacturing operation certified to ISO 27001 and GSMA-SAS.

- Ran the vulnerability management programme on Nessus Professional across servers, virtual machines, firewalls and endpoints, then tracked findings through to remediation.
- Delivered the technical workstream for ISO 27001 and GSMA-SAS certification: server hardening standards, remediation tracking, access reviews and the audit evidence pack required by assessors.
- Managed the firewall estate across Sophos and FortiGate, covering VPN configuration and intrusion analysis, alongside enterprise Wi-Fi on Huawei switches, controllers and access points, and PRTG monitoring.
- Administered VMware infrastructure including vCenter upgrades, virtual machine deployment and environment lifecycle management.

- Coordinated external suppliers for fire suppression, UPS maintenance and facilities infrastructure. Scoped the work, scheduled attendance and verified completion.
- Administered Microsoft 365, PDQ Deploy automation, licence compliance and ManageEngine reporting, plus physical security systems covering Matrix biometric and RFID access control, Axis CCTV and intruder alarms.

IT Production Team Leader

July 2017 - March 2024

Workz | Dubai

Production IT support for a SIM and smart-card manufacturing floor running 24/7 under ISO certification. Promoted from IT Production Assistant to Team Leader in January 2022.

- Supervised and developed a team of five production IT assistants, covering shift planning, performance management, training and escalation ownership.
- Represented IT in production coordination meetings, and tracked issues affecting output and quality through to resolution.
- Owned software version control across in-house and third-party production applications, including release verification and preventive maintenance of production-critical systems.
- Wrote the SOP set, user manuals and system documentation adopted as standard reference for the IT Production team, and handled confidential customer data under ISO controls.
- Earlier as IT Production Assistant: Active Directory user and asset administration, IP telephony setup, incident reporting and monitoring to keep downtime low.

AI & AUTOMATION INITIATIVES

- **Delivery Governance:** Gated intake requiring a written design document before build, and a three-cycle ageing rule that forces every carried-over item to be actioned, deferred or closed. Releases are staged and promoted through QA checkpoints to a gated production sign-off. Findings and incident registers hold one row per item, tracked to closure, and recurring process gaps get fixed as protocol changes rather than notes.
- **IT Operations Hub:** Architected an AI-first, self-hosted IT operations platform on a local LLM (Ollama and Qwen), with retrieval-augmented generation over IT documentation, SOPs and ticket history. One search box covers documents, assets and infrastructure state, backed by domain-specialist agents scoped to Microsoft 365, networking, Linux, VMware and FortiGate. Self-hosted by design, so internal data never leaves the network. AI backbone operational.
- **Multi-Agent Orchestration:** Built an AI-assisted delivery framework on Claude Code, using git-backed persistent memory and specialist manager personas routed by keyword. An automated session-wrap protocol writes release notes, QA checkpoints and audit findings with no manual effort.
- **Product Portfolio:** Designed, built and operate nine production web applications on a PWA-first stack with Firebase and Vercel, plus a self-hosted Oracle Cloud VM, under formal versioning and changelog discipline.
- **Workflow Automation:** Delivered Power Automate workflows for internal IT communications, including an automated mail-merge notification process covering 47 accounts.

EDUCATION & CERTIFICATIONS

BTech (in progress)	Computer Science, Radha Govind University (RGU), Ramgarh, Jharkhand, India
Diploma	Computer Science Engineering (3-year, post Higher Secondary), Government Polytechnic College, Attingal, Kerala 2014-2017 GPA 7.73
AZ-104 (in progress)	Microsoft Certified: Azure Administrator Associate, exam scheduled 2026
Certifications	Microsoft Certified: Azure Fundamentals (AZ-900), October 2021 CompTIA A+ Certified, July 2021

TECHNICAL SKILLS

Cloud & Infrastructure	Microsoft Entra ID (Azure AD), Azure AD Connect, Microsoft 365, Exchange Hybrid and Online, Intune, Autopilot, Apple Business Manager, VMware vSphere and vCenter, Windows Server, Active Directory, RDS, Ubuntu Linux, Oracle Cloud, Docker
Network & Security	FortiGate, Sophos, Cisco switching, VPN, Huawei WLAN, Nessus Professional, Wazuh, SentinelOne, Trend Micro, ISO 27001, GSMA-SAS, 3CX and SIP telephony
Monitoring, ITSM & Automation	LibreNMS, PRTG, ManageEngine (Event Log Analyzer, AD Manager Plus, OpManager), GLPI, Atera, PowerShell, Power Automate, PDQ Deploy, Ollama and Qwen, Claude Code, RAG and n8n pipelines