

Ramshad T

RIYADH, KSA | Email: ramshadthacharith@gmail.com | **Mobile:** +974-30673627 / +91-8089949039

LinkedIn: www.linkedin.com/in/ramshad-thacharoth | **Language Skills:** English | Hindi | Malayalam | Tamil | Arabic



Summary: Experienced System Administrator and IT Support Engineer with over 8 years of hands-on experience managing IT systems and infrastructure across India, UAE, Oman, and Qatar. Proven ability to maintain reliable IT operations, provide technical support, and resolve system and network issue efficiently in fast-paced environments. Maintain infrastructure-as-code software for defining a complex and scalable cloud environment. Create and maintain CI/CD platforms and workflows to enable rapid deployment of software systems. Provide Operational support with building platform monitoring tools/dashboards, ad hoc reports. Participate in strategic platform and technology decisions, including new technologies, cost-savings strategies, and improved process. Strong background in Windows, Linux & MAC administration, Microsoft 365 & google workspace support, web and Email hosting, working knowledge of Microsoft Azure and AWS cloud services with experience in deploying Virtual Machines, Virtual Networks, containerization (Docker/Kubernetes) and Storage solutions, Experience in entire configuring & supporting network infrastructure such as routers, switches, firewalls and wireless systems.

Core Skills - Windows Server: 2016, 2019 | Microsoft Azure (VMs, VNets, Storage) AWS (EC2, VPC, NSG, S3 bucket) | Active Directory & Group Policy | DHCP, DNS, and network services on Windows & Linux Server | Firewalls, Routers, Switches, Wi-Fi Access Points | Windows Client Operating Systems: 10,11 | NAS storage, Cloud Backup & Disaster Recovery solutions | CCTV and Biometric Device Systems | Microsoft 365 & Google Workspace Administration | Web & Email Hosting Management | Containerization Basics (Docker, Kubernetes) | Windows Server Administration (WSA) (2016/2019) | Linux Server Administration (Ubuntu) | Network Administration (LAN/WAN, Routers, Firewalls, Wi-Fi Access Points) | Technical Support and Troubleshooting (onsite and remote) | Backup, Security and System Maintenance, Cloud Backup and Disaster Recovery | Support Printing solutions | CCTV and Biometric Device Management

Experience

System Administrator | 1000 Walls Interiors & Decoration, Doha, Qatar | Jan 2022 – July 2025

- Configure and maintain Windows Server (2016/2019) / Linux (Ubuntu) systems. Install and configure of Sophos firewall. Support and manage Email and website hosting services and coordinate with web hosting team. Maintain and support IT infrastructure, ensuring stable and secure the system operations. Install and support desktop operating systems (Windows, Linux and macOS)
- Troubleshoot application issues, including CAD and design software. Design, build, and operate shared cloud infrastructure across AWS & Azure, includes environments, VPC / VNet, subnets, gateways and networking services. Analyse and implement scalable compute foundations (e.g., Kubernetes clusters, serverless functions and container runtimes) used by the multiple teams
- Support provisioning and lifecycle management of cloud resources through IAC (Terraform and CloudFormation). Deploy and maintain Kubernetes clusters to support application workloads. Work with application and DevOps teams to onboard services onto shared container platforms. Contribute to the incident response, root cause analysis, and proactive reliability improvement.
- Provide expert input into multi-cloud operating models and environment strategy. Ensure platform stability through health checks, diagnostics, patching, and high availability configurations. Implement and manage monitoring and alerting solutions across cloud environments. Optimize cloud consumption for cost efficiency using tagging and automated remediation patterns.
- Support operational visibility for application teams and ensure platform telemetry meets reliability needs. Build standardized infra modules and deployment patterns for consistent usage across projects. Support onboarding and knowledge sharing for teams consuming cloud service. Recommend improvements to cloud security posture, cost efficiency and operational reliability.

Jr Network Engineer | Prompt IT LLC, Muscat, Oman | May 2019 – Dec 2021

- Configured CCTV systems, biometric devices, and PABX systems. Installed and configured firewalls (Sophos, Cyberoam) to ensure network security. Managed Active Directory & Domain Services, including user accounts and access control. Supported LAN/WAN network & resolved connectivity issues. Managed data backup and recovery processes to ensure business continuity
- Provided end-user support for desktops, laptops and other peripherals. Maintain secure and sustainable cloud environments across AWS and Azure platforms. Collaborate with software development, analytics, and DevOps teams to support application deployments and infrastructure design. Manage cloud operations, including entire monitoring, logging and performance tuning

Customer Support Engineer | Alia Infotech, Ajman, UAE | 2017 – Feb 2019

- Delivered onsite and remote IT support to resolve client technical issues. Installed and configured Windows operating systems (XP/7/8.1/10). Assembled and configured desktop computers and laptops. Assisted in system deployment, maintenance, and troubleshooting. Supported senior IT staff in handling technical support requests. Applied system updates and security patches

Certification - Microsoft Azure Administrator AZ-104 | Microsoft 365 Certified: Fundamentals | AWS Solutions Architect | Microsoft Certified System Engineer | Cisco Certified Network Associate | Skill Diploma in Cloud Computing – Technodot Academy of R&D&I

Education: Bachelor of Engineering (Computer Science) Visvesvaraya Technological University, Karnataka, India | 2011 – 2015

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