



ZAID FARAS

IT Officer | Infrastructure Engineering | Microsoft Technologies | Cybersecurity

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PROFESSIONAL SUMMARY

IT professional with 4.5+ years of experience across Microsoft technologies, endpoint management, Azure administration, enterprise support, and infrastructure operations.

Currently working as an IT Officer at Modon International Real Estate in Abu Dhabi, UAE, supporting Microsoft Intune, Microsoft 365, Microsoft Entra ID (Azure AD), Azure Virtual Machines, E5 licensing, Outlook administration, BitLocker support, remote user management, and endpoint administration.

Experienced in incident management, user administration, identity management, technical troubleshooting, access management, and enterprise support operations. Actively developing expertise in infrastructure engineering and cybersecurity through hands-on enterprise laboratory environments built primarily through PowerShell-based administration and Windows Server technologies.

CORE COMPETENCIES

Microsoft & Cloud Technologies

- Microsoft 365
- Microsoft Intune
- Microsoft Entra ID (Azure AD)
- Azure Virtual Machines
- Active Directory
- DNS
- DHCP
- Group Policy
- Microsoft Exchange

- BitLocker
- Outlook Administration
- Microsoft E5 Licensing

Infrastructure & Systems Administration

- Windows Server Administration
- Hyper-V Virtualization
- PowerShell Administration
- CLI-Based Server Configuration
- File Services
- Endpoint Management
- User Administration
- Access Management
- Remote User Support

Networking

- TCP/IP
- VLANs
- Routing
- Switching
- Network Troubleshooting

Security

- SIEM Fundamentals
- Security Monitoring
- Kali Linux
- Nmap
- Vulnerability Assessment
- Cryptography Fundamentals

IT Operations

- Incident Management

- Technical Troubleshooting
 - Helpdesk Support
 - Service Request Fulfilment
 - Documentation & Process Compliance
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PROFESSIONAL EXPERIENCE

IT Officer

Modon International Real Estate | Abu Dhabi, UAE

Responsibilities

- Administer Microsoft Intune device enrollment and endpoint management
 - Support Microsoft 365 administration and E5 license provisioning
 - Manage Microsoft Entra ID (Azure AD) users and groups
 - Support Azure Virtual Machine administration activities
 - Review user account status and directory information
 - Provide Outlook troubleshooting and mailbox support
 - Perform remote user management and technical assistance
 - Support BitLocker-related endpoint security requirements
 - Manage user provisioning and account-related support requests
 - Resolve incidents and service requests within operational timelines
 - Deliver enterprise helpdesk and end-user support services
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Senior Associate

Fareportal

- Technical Support Operations
- Incident Management
- User Administration
- Application Troubleshooting
- Access Management

- Service Delivery Support
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Senior Associate

Concentrix

- Technical Support Operations
 - Incident Resolution
 - Escalation Handling
 - User Support
 - Service Request Fulfilment
 - Operational Support Activities
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Associate → Senior Associate

WNS

- Incident Management
- User Administration
- Technical Troubleshooting
- Access Management
- Remote User Support
- Documentation & Compliance
- Service Operations

Quarterly Active Directory Governance Initiative

- Participated in quarterly Active Directory review and cleanup activities
 - Identified inactive and disabled user accounts
 - Supported account lifecycle management processes
 - Assisted with access review and governance activities
 - Maintained documentation related to governance initiatives
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IT Intern

IGT Solutions

- Technical Support Assistance
 - Ticket Handling
 - End User Support
 - Troubleshooting Activities
 - IT Operations Exposure
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TECHNICAL PROJECTS

Enterprise Infrastructure Laboratory

Designed and maintained a production-inspired Microsoft infrastructure laboratory using Hyper-V for infrastructure administration, testing, and cybersecurity learning.

Infrastructure Components

- DC01 & DC02 (Domain Controllers)
- FS01 & FS02 (File Servers)
- EX01 (Exchange Server)
- SEC01 (Security Monitoring Server)
- Windows 11 Enterprise Client
- Kali Linux Security Testing Platform

Technologies

- Active Directory
- DNS
- DHCP
- Group Policy
- Microsoft Exchange
- Hyper-V
- Windows Server
- PowerShell
- File Services

- Security Monitoring

Key Implementations

- Multi-domain-controller architecture
 - Active Directory administration
 - DNS and DHCP deployment
 - File sharing and permissions management
 - Exchange Server implementation
 - Security monitoring environment
 - Vulnerability assessment exercises
 - PowerShell-based server deployment and administration
 - CLI-driven infrastructure configuration
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Microsoft Endpoint Management

Technologies

- Microsoft Intune
- Microsoft 365
- Microsoft Entra ID
- BitLocker
- Microsoft E5 Licensing

Activities

- Endpoint enrollment
 - Device compliance management
 - Policy administration
 - User provisioning
 - Endpoint security support
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Active Directory Governance

Activities

- Quarterly directory review participation
 - Disabled account validation
 - User lifecycle management support
 - Access review assistance
 - Governance documentation maintenance
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Security Operations Laboratory

Technologies

- Kali Linux
- Nmap
- Windows Event Logs
- Security Monitoring Tools

Activities

- Vulnerability assessment exercises
 - Network discovery and enumeration
 - Log analysis
 - Security monitoring practices
 - Security testing in isolated environments
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EDUCATION

Bachelor of Science (B.Sc.) in Computer Science

Pune, India

Graduated: 2022

ADDITIONAL INFORMATION

Nationality: Indian

Current Location: Abu Dhabi, UAE

Languages: English, Hindi, Urdu