

AJAS MUHAMMED PA

IT ADMINISTRATOR

ajasm397@gmail.com | Kochi, Kerala | linkedin.com/in/ajas | ajasmhd.in

PROFESSIONAL SUMMARY

IT Administrator with 2.5+ years of hands-on experience running IT operations end to end across networks, firewalls, servers, identity, endpoints, and end-user support. Known for taking full ownership, fixing problems before they escalate, and documenting everything so nothing depends on one person's memory. Solid foundation in networking and Windows and Linux systems, and actively building skills in cloud, containers, and automation.

WORK EXPERIENCE

Skolte Solutions Pvt Ltd | IT Specialist

Sep 2026 – Present | Kochi, Kerala

- Own user identity and access management across Active Directory and Microsoft 365 / Entra ID, including MFA enforcement, onboarding, and offboarding.
- Manage Windows, macOS, and Linux endpoints through centralised patching, software deployment, and endpoint protection to keep devices compliant and secure.
- Maintain network infrastructure including FortiGate firewalls, VLANs, site-to-site and remote-access VPNs (IPsec), and Wi-Fi.
- Administer Windows and Linux servers and PostgreSQL databases, and manage NAS storage and backup routines to protect business data.
- Monitor infrastructure health with Zabbix and Grafana, and support security monitoring with Wazuh and Microsoft 365 security controls.
- Support SIP telephony, IP phones, CCTV, biometric attendance, and HR attendance systems, plus the company website, domain, and SSL certificates.
- Resolve IT tickets and keep documentation current, and support AI infrastructure and tooling initiatives.

WebCastle Media Pvt Ltd | Senior IT Administrator

Jan 2025 – Jul 2026 | Kochi, Kerala

- Managed IT for WebCastle Media and its subsidiary Zoople Technologies, supporting 200+ users and devices, and led and mentored 2 junior IT staff.
- Redesigned an unplanned network of loose switches and modems: proposed and implemented a new router and access points, with separate VLANs for LAN and Wi-Fi at both organisations.
- Kept connectivity reliable through frequent ISP outages by running secondary-connection failover and working with ISP and router vendor teams, holding strict SLAs so downtime stayed low.
- Planned and set up the network for a new Zoople branch in Calicut serving around 100 users, travelling on-site for the build.
- Administered Windows and Linux servers and workstations, and managed the asset lifecycle including procurement, vendor coordination, licensing, and inventory.

Aabasoft Technologies India Pvt Ltd | Technical Support Officer

Jun 2023 – Aug 2024 | Kochi, Kerala

- Resolved hardware, software, network, and email issues for end users across multiple support channels.
- Monitored system performance and coordinated patches, updates, and configuration changes to maintain uptime.
- Assisted in configuring and troubleshooting routers, switches, and access points.
- Maintained documentation of tickets, resolutions, and system changes for auditing and knowledge sharing.
- Awarded Best Performance – New Joiner (2023) and Star of the Month in three separate months.

HashRoot | Junior Server Administrator (Internship)

Dec 2024 | Kochi, Kerala

- Assisted with Linux server administration, monitoring, and routine maintenance in a live environment.

TECHNICAL SKILLS

- **Identity & Access:** Active Directory, Microsoft 365, Microsoft Entra ID, MFA, user provisioning and deprovisioning
- **Endpoint & Asset Management:** ManageEngine Endpoint Central, patch management, software deployment, endpoint protection, IT asset management, license tracking, procurement
- **Networking & Firewalls:** LAN/WAN, TCP/IP, DNS, DHCP, VLANs, routing and switching, VPN (IPsec), Wi-Fi, FortiGate, ISP failover (CCNA-level)
- **Systems & Servers:** Windows Server, Linux (Red Hat, Ubuntu), macOS, PostgreSQL, NAS storage and backup
- **Monitoring & Security:** Zabbix, Grafana, Wazuh, Microsoft 365 security, access control, cybersecurity fundamentals
- **Telephony & Facility Systems:** SIP, IP phones, CCTV, biometric attendance, HR attendance systems
- **Support & Documentation:** Incident management, root cause analysis, ticketing, SOPs, network diagrams, asset registers
- **Cloud & Automation:** AWS fundamentals (EC2, VPC, IAM, S3 from training and a personal account), Bash scripting basics, VMware, VirtualBox
- **Currently Learning:** Git, Docker, Jenkins, CI/CD fundamentals, AWS cloud operations

TRAINING & LEARNING

Soften Technologies | Professional Diploma in Cyber Security *Jun 2023 – May 2024 | Kerala, India*

- CCNA Enterprise: routing, switching, VLANs, network design and troubleshooting
- RHCE: Red Hat Enterprise Linux system administration and services
- AWS Solutions Architect Associate: EC2, VPC, IAM, S3, RDS, CloudWatch
- Cybersecurity: threat management, access control, security best practices

EDUCATION

Mahatma Gandhi University | Bachelor of Computer Applications (BCA) *2020 – 2023 | Kerala, India*

LANGUAGES

English | Hindi | Malayalam