



AMAN FAIZAL

IT Administrator

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- Sharjah, United Arab Emirates

SUMMARY

IT Administrator with 4+ years of hands-on experience supporting systems, networks, and end-user environments across educational and office settings. Currently managing school-level IT operations in the UAE, supporting large multi-user environments.

EXPERIENCE

IT ADMINISTRATOR (Systems & Infrastructure) - Gulf Asian English School, Sharjah 11/2024 - Present

- Managed campus-wide IT operations for 500+ staff and 6,500+ students, including 170+ PCs, 190+ smartboards/projectors, CCTV, NAS, biometrics, POS, and printers.
- Managed Windows Server, Active Directory, virtualization, and Microsoft 365-based Wi-Fi authentication for staff and students.
- Provided hardware/software support, repairs, OS installation, upgrades, and troubleshooting.
- Maintained wired/wireless networks, campus-wide troubleshooting, asset management, and vendor coordination.

OFFICE COORDINATOR - Soon Holidays, Dubai 01/2024 - 10/2024

- Handled customer queries via calls and WhatsApp during peak hours.
- Performed documentation tasks, form processing, and Excel data entry.

FREELANCE IT CONSULTANT 2023 - 2024

- Deployed wired/wireless networks (DHCP, static IPs, Wi-Fi channel optimization) for 160+ users & centralized uptime monitoring.
- Executed complete office IT setups including PCs, printers, Wi-Fi, CCTV, and structured cabling.
- Provided remote and onsite support for operating systems, networking equipment, hardware, and printers.
- Implemented ESP-based smart automation with app and voice integration, improving energy efficiency by ~15%.

TECHNICAL SUPPORT SPECIALIST- Apple iCare, India 02/2022 - 09/2023

- Diagnosed and resolved iOS/macOS hardware and software issues with high first-time resolution.
- Handled several service cases per day, including diagnostics, OS recovery, and data migration.
- Completed 318 Apple ATLAS courses and assessments covering official service and repair standards (ID: A20D694E7B).

EDUCATION

MBA - Information Technology Management - Amity University 01/2026 - Present

Bachelor of Arts in Sociology - SVSU Distance - 67% 08/2022 - 10/2025

Diploma in Network Administration - Jetking Infotrain (MCSA, RHCSA, CCNA, CompTIA - A+, N+) 10/2020 - 02/2022

CERTIFICATES

Certified Ethical Hacker (CEH) - EC-Council 02/2025

Advanced Penetration Tester - RedTeam Hacker Academy Dubai 07/2024

Intensive Internship Program in Linux & Cloud (RHCE, AWS) - Scope 06/2023

Google IT Support Professional Certificate (CompTIA A+) 07/2023

SKILLS

- | | | |
|--|--------------------------|--------------------------------|
| IT Infrastructure Management | Data Backup and Recovery | Hardware, Software, Networking |
| Operating Systems - Windows, Linux, macOS | Remote Desktop Support | |
| Virtualization - VMware, Hyper-V, Proxmox VE | IoT Automation | |

LANGUAGES

English Fluent Hindi Fluent Arabic Basic Malayalam Native