

Faseen Ahmed, Senior IT Infrastructure Specialist

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SUMMARY

Dynamic Senior IT Infrastructure Specialist with over 10 years of experience in engineering and implementing collaboration platforms. Expertise in Microsoft 365, Google Workspace, and Active Directory, with a proven ability to enhance SLA compliance by 20% through automated processes. Achieved a 15% increase in user adoption rates by delivering impactful training programs. Committed to leveraging unique skills to support organizational growth and optimize IT infrastructure.

WORK EXPERIENCE

Jul 2020 – Present	Digital Messaging Specialist, KAUST (in Contract with HAKA)	Thuwal
	<ul style="list-style-type: none">Engineered and implemented collaboration platforms aligned with enterprise architecture and IT standards, ensuring seamless integration and high availability.Oversees the messaging and collaboration solutions and integrations (Microsoft 365 and Google Workspace), Active Directory, and Windows Servers.Managed support for digital collaboration platforms, prioritizing information security, integrations, and platform-related issues.Automated platform administration and monitoring processes using PowerShell scripting, enhancing SLA compliance by 20%.Orchestrated the integration of security roles and controls, ensuring strict adherence to compliance and risk mitigation standards.Delivered training and awareness campaigns for collaboration tools, resulting in a 15% increase in user adoption rates.	
Nov 2013 – Jun 2020	Sr. System Services Consultant, SAT Microsystems	Jeddah
	<ul style="list-style-type: none">Supported the operational effectiveness of collaboration platforms for the Islamic Development Bank, ensuring optimal performance, security, and user satisfaction.Facilitated seamless integrations between collaboration solutions and other enterprise applications to ensure smooth and efficient workflows.Coordinated with third-party vendors on collaboration solution operations, ensuring compliance with SLAs and KPI benchmarks.Managed support for messaging and collaboration-related issues across Microsoft 365 and earlier IBM Domino platforms.	
Jul 2013 – Nov 2013	Lead Infrastructure Engineer, MPhasis, an HP Company	Chennai
	<ul style="list-style-type: none">Spearheaded the email migration from IBM Notes and Domino to Microsoft Exchange, ensuring minimal downtime and a seamless user experience.Directed technical teams to implement coexistence and hybrid scenarios during large-scale migration projects.	
Oct 2010 – Jun 2013	Technical Specialist (Messaging & Collaboration), Resemble Systems	Bengaluru
	<ul style="list-style-type: none">Played a pivotal role as a Technical Specialist in Microsoft Exchange, Lync, and IBM Collaboration Solutions.Consulted for over 16 customers on architectural design, implementation, and health assessments of the collaboration infrastructure.	

Oct 2009 – Oct 2010	Associate Software Engineer (.Net Developer), Deline Technologies Pvt. Ltd.	Calicut
	<ul style="list-style-type: none"> Contributed as a developer (.Net, C#, ASP) for inventory software and website development. 	
EDUCATION		
Jan 2022 – Nov 2024	University of Derby M.Sc., IT and Computing	Derby, United Kingdom
Aug 2005 – Nov 2009	Cochin University of Science & Technology Bachelor of Technology, Computer Science & Engineering	Cochin, India
SKILLS		
	Collaboration Platforms	IT Service Management
	Project Management	Process Improvement
	Information Security	Backup and Recovery Strategies
	Root Cause Analysis (RCA)	Scripting
	Integration and Automation	Microsoft Azure
	Active Directory	Windows Servers
	Microsoft Exchange	Microsoft 365
	Google Cloud Platform	Google Workspace
	IBM Domino	PowerShell Scripting
	GitHub	DevOps Tools
	IBM Spectrum	Veeam
	Azure Backup	Interpersonal skills
	Communication skills	Problem-solving skills
	Organizational skills	Vendor negotiations
	Project delivery	User adoption strategies
LANGUAGES		
	English	