

# SAHEL ZAFFARULLA

## System Engineer

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### SUMMARY

Versatile IT Systems Engineer with ~4 years of progressive experience managing end-to-end IT operations across infrastructure, cloud, networking, security, and user support. Proven capability to independently own and scale IT environments for growing organizations while also operating at a managerial / single-owner IT role level. Hands-on expertise in Active Directory, Microsoft 365, Azure Cloud, network & firewall deployments, migrations, and enterprise IT operations, with strong stakeholder management and business-aligned decision-making skills.

### CORE SKILLS

#### Identity & Collaboration

- **Active Directory:** AD DS administration, Group Policy Objects (GPOs), user and group management, access control
- **Azure Entra ID:** Identity and access management, user provisioning, authentication controls
- **Azure Entra Connect:** Hybrid identity synchronization between on-prem Active Directory and Azure Entra ID
- **Microsoft 365:** Exchange Online, Teams, SharePoint, OneDrive administration, mail flow and collaboration services

#### Cloud & Servers

- **Microsoft Azure:** Virtual Machines, Virtual Networks (VNets), Storage Accounts, Azure Firewall configuration
- **High Availability:** Availability Zones planning and high-availability architecture design
- **Windows Server:** Windows Server 2016/2019 administration and maintenance

#### Microsoft 365 & Productivity Solutions

- **Office 365 Administration:** Exchange Online, SharePoint, Teams, OneDrive, user provisioning, license management
- **Identity Management:** Azure AD basics, MFA setup, SSO configuration, password policies
- **Migration & Implementation:** Email migration, user onboarding, system deployment, change management

#### Networking & Security

- **Network Design:** LAN/WAN architecture, enterprise network planning and implementation
- **Firewall & Security:** FortiGate firewall configuration, security policies, VPN setup and hardening
- **Core Networking:** DNS, DHCP, TCP/IP configuration and troubleshooting
- **VPN Technologies:** Site-to-Site VPN and Remote Access VPN implementation

#### Infrastructure & Operations

- **Office IT Infrastructure:** Office IT setup, expansion planning, and infrastructure deployment
- **Hardware Lifecycle:** Procurement, deployment, maintenance, and decommissioning of IT assets
- **Physical Security:** CCTV installation, configuration, and centralized monitoring
- **Vendor & Asset Management:** Vendor coordination, asset tracking, and inventory management

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### WORK EXPERIENCE

#### Systems Engineer, Medpace Clinical Research Organization Pvt Ltd

August 2025 - Present

- Administer and manage Active Directory and enterprise identity services, including user provisioning, access management, and directory support.
- Provide end-user support across enterprise systems, ensuring minimal downtime and high service quality, including hands-on support within Medpace CRO for Lenovo ThinkPad devices (laptops, docking stations, external monitors, desktops) and resolution of fixed hardware issues.
- Provide end-user support across enterprise systems, ensuring minimal downtime and high service quality.
- Work extensively with Microsoft Intune for device lifecycle management, including device imaging and provisioning.
- Configure and manage Windows Autopilot for zero-touch deployment of corporate devices.
- Implement and maintain pre-defined and custom MDM policies for Windows endpoints in line with organizational security standards.
- Managed Endpoints in Tanium by Deploying and managing patches, software deployments, and Windows updates across the enterprise environment.
- Develop and maintain PowerShell scripts to automate administrative and endpoint management tasks.
- Collaborated with the UK branch Core Infrastructure Team (Belgium) to transition IT support operations from Ring Central to VOCA, ensuring smooth handover and continuity of support services.

## IT Executive/ Developer, Goodrich Logistics

June 2024 - August 2025

- Managed complete IT operations for HQ and branch offices covering hardware, software, networking, cloud systems, and endpoint management.
- Designed and implemented Active Directory Domain Services, including user and group management, Group Policy administration, domain security, and access control.
- Led email and collaboration migration from on-premises IMAP mail services to Microsoft 365 (Exchange Online) with minimal downtime.
- Managed mail server operations including IMAP mail server handling, domain records configuration (DNS, MX, SPF, DKIM), and mail flow troubleshooting.
- Planned office IT setup from scratch and designed & deployed enterprise network infrastructure including switches, routers, and structured connectivity.
- Installed and configured FortiGate firewalls, implementing site-to-site connectivity between HQ and branch offices, firewall policies, NAT, and security hardening.
- Integrated on-premises environments with cloud services to enable secure and seamless access across locations.
- Managed Sophos Endpoint Protection, including antivirus policy enforcement, endpoint monitoring, and incident response.

## Technical Support – High Tech Birds

March 2023 - February 2024

- Provided technical support for internal IT systems and end user, ensuring high availability and user satisfaction.
- Supported On-Prem Active Directory operations, including user account management, access troubleshooting, and authentication support.
- Assisted with hardware support and maintenance, including laptops, desktops, peripherals, and basic endpoint troubleshooting.
- Performed routine system maintenance, updates, and monitoring to maintain system stability and performance.
- Conducted user guidance and troubleshooting sessions, reducing repeat incidents and improving system adoption.

## Database Support Technician – Socioquest Solutions

August 2022 - January 2023

- Supported SQL database operations, backups, and recovery tasks.
- Assisted with data migration and integrity validation.
- Provided user-level access support and training.

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## EDUCATION

### Bachelor of Science – Information Technology

2021 – 2024

Amity University, Mumbai | CGPA: 7.8/10

### Sr Secondary - (CBSE)

2019 – 2021

ST Wilfred School, Mumbai | Percentage: 73%

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## KEY TECHNICAL PROJECTS

### Enterprise IT Asset Management System

**Impact: 40% reduction in manual tracking, 95% asset visibility improvement, streamlined inventory processes**

- Developed comprehensive asset tracking solution for hardware, software, and network resources
- Implemented automated inventory reporting and maintenance scheduling
- Created user-friendly interface for non-technical staff asset requests and tracking

### On-Prem Mail Migration to Microsoft Exchange

**Impact: Zero significant downtime, successful migration of 400+ users and 2TB+ mailbox data**

- Led end-to-end migration of 400+ user mailboxes from on-premises IMAP-based mail servers to Microsoft Exchange Online.
- Migrated 2TB+ of email data to Microsoft Cloud Exchange with no data loss, ensuring mailbox integrity and continuity.
- Planned and executed migration waves to minimize business disruption and ensure seamless user transition.
- Configured and validated DNS, MX, SPF, and DKIM records to ensure secure and reliable mail flow post-migration.
- Performed post-migration validation, troubleshooting, and user support to stabilize the environment.

### Transition IT Support Calling From RingCentral to Voca

**Impact: Improved reliability, scalability, and control of IT support communications**

- Led the transition of enterprise IT support calling from RingCentral to VOCA platform.
- Deployed the VOCA application stack on Microsoft Azure, utilizing organization-owned cloud infrastructure.
- Architected the solution across multiple Azure Availability Zones to achieve high availability and fault tolerance.
- Designed and configured Azure networking, including VNets, subnets, routing, and secure connectivity.
- Implemented network security controls using NSGs and firewall configurations to protect calling services.
- Coordinated testing, rollout, and stabilization to ensure uninterrupted IT support operations.

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## TECHNICAL PROFICIENCIES

- IT Infrastructure Management: End-to-end on-premises and cloud infrastructure administration
- Identity & Access Management: Active Directory and Azure Entra-based identity solutions
- Messaging & Collaboration: Microsoft 365, Exchange, and enterprise mail systems
- Azure Cloud Administration: Compute, networking, and security services in Azure
- Network Architecture: HQ and branch office network design and implementation
- Firewall & Security Management: FortiGate firewall administration and network security controls
- IT Operations: Daily operations support, vendor coordination, and service continuity
- Migration Projects: On-premises to cloud migrations for mail and infrastructure services
- Endpoint & Asset Management: Endpoint lifecycle, hardware management, and inventory control
- Physical Security Systems: CCTV and physical security technology integration

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## CERTIFICATIONS

- **IT Desktop Support & Automation – Google (Coursera)**
- **Microsoft Azure certifications – (Microsoft)**
- **Microsoft Entra (AD) Certifications – (Microsoft)**
- **CompTIA A+ – In Progress**

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## PROFESSIONAL SKILLS

- Technical Leadership and Ownership
- Stakeholder Communication and Coordination
- Cross-functional Collaboration (Global Teams)
- Problem Solving and Decision Making
- Process Improvement and Standardization
- Vendor Coordination and Cost Optimization

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## LANGUAGES & INTERESTS

- English: Professional Working Proficiency
- Hindi: Native / Fluent
- Marathi: Conversational Proficiency

### **Interests & Hobbies**

- Cricket: Active player and team sport enthusiast
- Aviation Enthusiast: Strong interest in aviation technology, aircraft systems, and commercial aviation
- Technology Exploration: Learning new IT tools, cloud services, and infrastructure technologies