



Mr. Muhammad Naseem KHOODORUTH

About Me

Experienced System Engineer | Hardware, System, Network & Security

Experienced and certified IT Engineer with over 22 years of hands-on expertise in infrastructure design, systems administration, cloud migration, network security, and project leadership. Proven success leading technical teams, deploying scalable solutions, and driving digital transformation across private and government sectors. Specialized in Microsoft 365 and Azure administration, with extensive experience in managing Exchange Online, SharePoint, Teams, Intune, Azure AD, and related cloud technologies. Adept at Microsoft, VMware, Sophos, and Fortinet environments with a strong track record in data center transitions, cloud integrations, and cybersecurity. Highly experienced in technical presales, solution design, and supporting sales teams through demonstrations, proposal development, and client engagement.

Core Competencies

Presales & Sales Support: Experienced in assisting presales cycles including technical requirement gathering, solution scoping, proposal writing, customer presentations, and proof-of-concept demos to support sales growth and build client confidence.

Cloud Expertise: Proficient in Microsoft 365, including Exchange Online, SharePoint, Teams, and security tools. Successfully migrated and onboarded 45+ clients with full configuration and support.

Azure Proficiency: Skilled in Azure AD (Entra ID), AD Connect, Azure Site Recovery, Azure Backup, File Share/File Sync, and managing Azure Virtual Machines including Active Directory Domain Services (AD DS), File Services (FS), and Remote Desktop Services (RDS).

Hardware & Infrastructure: Experienced in managing and supporting desktops, laptops, mobile devices, printers, network gear, and wireless systems. Deployed and maintained over 100 physical servers including RAID, SAN, and storage infrastructure.

Systems & Virtualization: Proficient in all versions of Windows Server (2008–2025), Hyper-V, VMware vSphere, AD, GPOs, DNS, DHCP, Exchange, and SQL Server.

Backup & Recovery: Strong experience with Symantec System Recovery, Veritas Backup Exec, Veeam, Azure-based backup, and disaster recovery design.

Networking & VOIP: Proficient in managing L1–L3 switches, VLANs, routing, Wi-Fi infrastructure, and administering VoIP platforms such as Avaya and Alcatel.

Firewall & Security: Specialized in deploying and supporting next-generation firewalls including Fortinet, Sophos XG/XGS, Meraki, and Cyberoam UTM. Successfully implemented and maintained secure firewall solutions for over 45 clients across diverse sectors.

Leadership & Strategy: Team management, project leadership, presales consulting, documentation, and customer engagement.

PROFILE

- ✓ Valid Driving License
- ✓ DOB: 24th Sep 1983
- ✓ Nationality: Mauritian
- ✓ Status: Married

Languages:

- ✓ English (read, write and speak)
- ✓ French (read, write and speak)
- ✓ Hindi (speak)

[International Award](#)

[Project References](#)

CONTACT

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in <https://www.linkedin.com/in/muhammad-naseem-khoodoruth>

📍 Murray Quatre-Bornes,
Mauritius

EDUCATION

Charles Telfair Institute (ex-DCDM Business School), Mauritius

(2001-2002)

Diploma in Information Technology (NCC Education LTD – UK)

Key Skills gained:

- | | |
|---|-----------|
| • Software Engineering | GRADE: C |
| • C Programming | GRADE: B |
| • Visual Basic | GRADE: C |
| • Networking Essentials | GRADE: A |
| • Operating Systems | GRADE: C |
| • JAVA Programming | GRADE: C |
| • Web Publishing with HTML, JAVASCRIPT @ APPLET | GRADE: A |
| • E-Commerce Applications | GRADE : C |

Stradford College

(2001)

GSE Ordinary Levels

(4 subjects - French, Principles of accounts, English and Mathematics - Passed)

PROFESSIONAL CERTIFICATIONS

Harrel Mallac Institute

(2001)

Key Skills gained:

- Pc assembly & configuration

Microsoft Certifications (ID: 2681285)

(2002-2025)

Microsoft Certified System Administrator (MSCA) & Microsoft Certified System Engineer (MCSE) for Windows Server 2000 (Year 2002)

Key Skills gained

- Designing Security for a Microsoft® Windows® 2000 Network
- Implementing and Administering a Microsoft® Windows® 2000 Directory Services Infrastructure
- Implementing and Administering a Microsoft® Windows® 2000 Network Infrastructure
- Administering Microsoft® SQL Server 7.0
- Managing a Windows 2000 Network Environment
- Installing, Configuring, and Administering Microsoft® Windows® 2000 Server
- Installing, Configuring, and Administering Microsoft® Windows® 2000 Professional

Microsoft Certified Solutions Associates & Solutions Expert Charter Member for Windows Server 2012 (May 2013) *

Microsoft® Certified Solutions Expert: Messaging. (May 2014) **

Microsoft® Certified Solutions Associates Office 365 (March 2015) ***

Key Skills gained & Certification.

- 414 Implementing an Advanced Server Infrastructure *
 - 413 Designing and Implementing a Server Infrastructure*
 - 412 Configuring Advanced Windows Server 2012 Services*
 - 411 Administering Windows Server 2012 *
 - 410 Installing and Configuring Windows Server 2012 *
 - 341 Core Solutions of Microsoft Exchange Server 2013**
 - 342 Advanced Solutions of Microsoft Exchange Server 2013**
 - 409 Server Virtualization with Windows Server Hyper-V and System Center Specialist
 - 346 Managing Office 365 Identities and Requirements***
 - 347 Enabling Office 365 Services***
-
- MS-900: Microsoft 365 Certified: Fundamentals (05 March 2020)
 - AZ-900: Microsoft Certified Azure Fundamentals (13 February 2021)
 - AZ-104: Microsoft Azure Administrator (September 2020) – 5 Days Instructor-Led Training
 - SC-900: Microsoft Certified: Security, Compliance, and Identity Fundamentals (17 September 2022)
 - AZ-104: Microsoft Certified Azure Administrator (Renewed to 2026)
 - MS-102: Microsoft 365 Administrator (10 June 2025)

***Full transcript: <https://learn.microsoft.com/en-us/users/muhammadnaseemkhodoruth-1800/transcript/7oj63b004zqr6o6>**

Muhammad Naseem Khodoruth [Edit](#)

Username: MuhammadNaseemKhodoruth-1800 [Edit](#)

Contact email: naseemkhodoruth@hotmail.com [Edit](#)

Modules completed

91

Learning paths completed

20

Active certifications

11

Exams passed

22

Historical certifications

3

Training hours completed

70 hr 35 min

Active certifications

Certification title	Certification number	Earned on	Expires on
Microsoft Certified: Azure Administrator Associate	75D656-48W735	Mar 6, 2021	Mar 7, 2026
Microsoft Certified: Security, Compliance, and Identity Fundamentals	823210-68DVD4	Sep 17, 2022	N/A
Microsoft Certified: Azure Fundamentals	B88B30-6D85FD	Feb 13, 2021	N/A

[Show more](#) 

Passed exams

Exam title	Exam number	Passed date
Microsoft 365 Administrator	MS-102	Jun 10, 2025
Microsoft Security, Compliance, and Identity Fundamentals	SC-900	Sep 17, 2022
Microsoft Azure Administrator	AZ-104	Mar 6, 2021

HP Partner Certifications (ID: PL70723824)

(2008/2010/2013)

Key Skills gained

- APS - HP Commercial Desktops, Workstations and Notebooks
- APS - HP LaserJet Solutions [2006]
- APS - HP ProLiant ML/DL Servers [2007]
- APS - HP ProLiant ML/DL/SL Servers [2010]
- APS - HP Storage Works MSL Tape Libraries [2006]
- ASP - HP Service Sales [2009]
- ASP - HP Partner Fundamentals [2010]
- Industry Standard Architecture and Technology HP2-T16 & HP2-T17
- HP Value Support Services HP2-E47
- HP Accredited Technical Professional Blade System Solutions Integrator V8.1 (May 2013)
- Training Managing HP 3PAR StoreServ I & II (Course ID HK9025 & HK904S) (Oct 2014)

DELL Partner Certifications

(2024)

Key Skills gained

- SE: High-end Storage Credential 2023
- SE: MidRange Storage Credential 2023
- SE: Server Credential 2023
- SE: Unstructured Storage Credential 2023

VMware Certifications (ID: 7132146)

(2010/2013)

VMware vSphere: Install, Configure, Manage [V4.1]

Trainer: Vinayak Pai (VMware Certified Professional & Certified Instructor)

Key Skills gained

- Introduction to VMware Virtualization
- Configuration ESXi/ESX
- Installing and Using VMware vCenter Server
- Networking
- Storage
- Virtual Machines
- Access Control
- Resource Monitoring
- Scalability
- High Availability and Data Protection
- Configuration Management
- Installation of ESX/ESXi

9 Dec 2013 - VMware Certified Professional 4 Data Center Virtualization (VCP-410)

OCT 2018 - VMWARE VSP Foundation 2018

OCT 2018 – VMWARE VTSP Foundation 2018

JUNE 2019 - VSP - HCI (Hyper-Converged Infrastructure 2018)

JUNE 2019 - VTSP - HCI (Hyper-Converged Infrastructure 2018)

Veeam Certification

(2018-2023)

Key Skills gained

- Veeam Sales Professional Microsoft 365 Protection
- Veeam Technical Sales Professional Microsoft 365 Protection
- Veeam Certified XaaS Professional VMXP

Sophos Certification (CCNSP ID: CP250915/V3.1EL/14818)

(2015-2025)

Key skills gained

- Cyberoam Certified Network & Security Professional-CCNSP (Sep 2015)
- Sophos_Fundamentals_Certified_Engineer (FEB 2016)
- Sophos_XG_Firewall_Certified_Engineer v17.0 (DEC 2017)
- Sophos Certified Engineer v18.0 (Feb 2020)
- Sophos Certified Architect v18.0 (Feb 2020)
- ET15 - Sophos Central Endpoint and Server v2.0 – Engineer (Jan2020)
- AT15 - Central Endpoint and Server v2.0 – Architect (Jan2020)
- S15 - Sophos Central Endpoint and Server v1.0 – Technician (Mar2021)
- EU15 - Sophos Central Endpoint and Server v3.0 to v4.0 Delta - Engineer (Nov2021)
- AU15 - Central Endpoint and Server v3.0 to v4.0 Delta - Architect (Nov2022)
- EU80 - Sophos Firewall v19.0 to v19.5 Delta - Engineer (Nov2022)
- AU80 - Sophos Firewall v19.0 to v19.5 Delta - Architect (Nov2022)
- MSP01 - Sophos MSP Connect - Sales Consultant (July 2022)
- SU01 - Sales Fundamentals 2022 Update
- CSP01 - Sophos Cloud Security
- EU80 - Sophos Firewall v21.0 Certified Engineer
- AU80 - Sophos Firewall v21.0 Certified Architect
- EU-80 - Sophos Firewall v21.0 to v21.5 Delta

Fortinet Certifications

(2018-2025)

Key skills gained

- NSE 1 – Network Security Associate
- NSE 2 - Network Security Associate
- NSE 3 - Network Security Associate
- Fortinet Certified Fundamentals in Cybersecurity
- NSE 4 – Class-led Training (19-14 August 2024), No. of hours: 35
- Fortinet FortiGate 7.4 Administrator (Dec 2024)
- Fortinet Forti Analyzer 7.4 Administrator (Jan 2025)
- Fortinet Certified Professional Network Security (January 6, 2025 - 2027)

Symantec Certifications (ID : SR7991318)

(2012/2013/2014)

Symantec Endpoint Protection

Key Skills gained

- SSE Symantec Endpoint Protection 12.1.4
- SSE+ Symantec Endpoint Protection 12.1 (Septembre 2012)
- Symantec Certified Specialist - Administration of Symantec Endpoint Protection 12.1

Symantec Encryption Solution

Key Skills gained

- SSE Symantec Encryption Solution for File Transfers: PGP Command Line
- SSE Symantec Encryption Solutions for Email
- SSE Symantec Encryption Solutions for Endpoints
- SSE+ Symantec PGP Encryptions Solutions
- Symantec Technical Specialist Award - Symantec PGP Universal Server 3.2

Symantec Backup Exec 2012

Key Skills gained

- Symantec Backup Exec 2012: 5 Days Administration Workshop

Symantec Backup Exec 2014

Key Skills gained

- Symantec Backup Exec 2014: 4 Days Practical Implementation Workshop

Veritas Backup Exec 2015

Key Skills gained

- VSE Veritas Backup Exec 20.X
- VSE+ Backup Exec 15

Symantec NetBackup 7.5

Key Skills gained

- SSE Symantec Net Backup (December 2013)
- SSE+ Symantec Net Backup 7.5
- Symantec Technical Specialist Award - Symantec NetBackup 7.5 for Windows

***SSE : Symantec Sales Expert, SSE+ : Symantec Sales Expert Plus**

VERITAS Certifications

(2023)

- VSE Veritas Backup Exec 22
- VSE+ Veritas Backup Exec 22
- VSE Veritas NetBackup Appliances 5.0
- VSE+ Veritas NetBackup Appliances 5.0
- VSE Veritas Resiliency to Ransomware
- VSE+ Veritas Resiliency to Ransomware
- VSE Veritas NetBackup SaaS Protection
- VSE+ Veritas NetBackup SaaS Protection
- VSE Veritas NetBackup 10.0
- VSE+ Veritas NetBackup 10.0
- NetBackup for Veritas Partners

SCALE COMPUTING

(2024)

- Scale Computing Sales Professional Certification
- Scale Computing Technical Professional Certification
- Scale Computing Datacenter Infrastructure



Professional Experience

Current Employment

EMTEL Ltd

Assistant Manager – Enterprise Solutions (IT and Cloud Services)

(Sep 2025 – Present)

Duties and Responsibilities

- Collaborate with the sales and bid teams to assess client needs, prepare solution proposals, and deliver technical presentations or demos
- Act as a technical advisor to key clients throughout the solution lifecycle - from proposal to implementation.
- Build secure production server rooms with structured cabling, RAID storage, redundant power, and environmental controls
- Develop BoMs, architecture diagrams, SoWs, and technical documentation for RFP responses or custom bids.
- Design tailored infrastructure, hybrid cloud, and M365/Azure solutions for enterprise clients, balancing performance, scalability, security, and cost.
- Lead deployments and solutions of Windows Server platforms, Active Directory, Azure AD, virtualization (VMware/Hyper-V/OpenStack), Linux and Microsoft 365 services for Enterprise clients.
- Automate patching, monitoring, backup/recovery, and compliance workflows for enterprise environments
- Enforce cybersecurity controls, compliance policies, and DR readiness aligned with best practices (e.g. ISO 27001, CIS benchmarks).
- Mentor and support junior engineers and L2/L3 support teams in terms of continuous coaching and training.
- Coordinate with project managers, clients, and vendors to ensure timely and successful delivery
- Conduct client workshops, PoCs, or knowledge-transfer sessions as part of ongoing service delivery and engagement.
- Support contract renewals, license audits, and account growth activities.
- Build internal processes and controls for new products in collaboration with business and engineering teams
- Perform product demos and training to internal stakeholders
- Collaborate and build product strategies with the business and engineering teams
- Continuously update personal skills and certifications to stay aligned with emerging technologies

Past Employment

ServiQual Ltd

Team Lead (Infrastructure System & Network)

(March 2024 – June 2025)

Duties and Responsibilities

- Lead technical operations for complex infrastructure and network projects, ensuring performance, reliability, and scalability
- Actively support sales and presales efforts through technical consultations, solution architecture design, and client presentations.
- Collaborate with the sales and solutions teams to understand customer requirements, conduct assessments, develop tailored proposals, and present solutions that align with client's business objectives.
- Prepare technical documentation, solution proposals, and implementation plans in support of commercial activities.
- Design, deploy, and maintain Windows-based infrastructure, including physical and virtual servers / Azure VM's, workstations, and AD environments.
- Configure and manage Windows Server, Active Directory / Entra ID, Group Policy, and related core services to support enterprise environments.
- Configured and managed network infrastructure components including SAN/NAS storage, Rack & Tower servers, VLANs, Wi-Fi and Layer 2 switches.
- Deployed and supported next-generation firewalls including Sophos, Fortinet, and Meraki.
- Monitor system performance, identify bottlenecks, and apply optimization techniques to ensure high availability and resilience.
- Provide advanced troubleshooting across hardware, software, and network layers, including patch management and security updates.
- Plan and execute system upgrades, migrations, and disaster recovery processes in coordination with cross-functional teams.
- Provide technical guidance and mentorship to junior engineers, promoting knowledge sharing and professional development.
- Troubleshoot and resolve network issues, identify root causes, and implement corrective measures efficiently.
- Conduct regular network assessments and audits to identify vulnerabilities and apply appropriate security improvements.
- Stay current with industry trends and emerging technologies in systems and network engineering, contributing to continuous improvement and innovation.
- Document network and system configurations, procedures, and troubleshooting workflows to maintain an up-to-date knowledge base.

Provide high-level technical support to end-users, ensuring quick resolution of infrastructure-related incidents and requests.

Harel Mallac Technologies Ltd

Infrastructure Team Lead

(Nov 2023 – February 2024)

Duties and Responsibilities

- Oversaw the infrastructure support team and managed high-level escalations.
- Participated in pre-sales discussions to assess customer infrastructure needs and design suitable solutions.
- Keep incident and problem queues updated while prioritizing customer communication.
- Ensure team adherence to company policies, best practices, and procedures.
- Contribute to team meetings by providing updates on assignments, project statuses, and incidents.
- Provide regular updates to the Head of Business Solutions for Infrastructure and Support Services.
- Assist in mentoring, coaching, and supporting members of the Infrastructure Team.
- Manage relationships with third parties and suppliers, identifying potential improvements.
- Assist in project management and liaise with customers and resources.
- Manage physical server and storage infrastructure to meet Service Level Agreements.
- Ensure the proper functioning of internal and external applications and associated infrastructure.
- Participate in the design and architecture of information and operational support systems.
- Identify learning gaps within the team structure and propose necessary training.
- Provide high-quality resolutions to IT incidents while taking ownership of systems.
- Improve system efficiency and mentor junior team members.
- Support and maintain server infrastructure while assessing the security of the existing environment.
- Contribute to disaster recovery efforts and ERP projects.
- Produce technical documentation and handle technical migration (e.g., Azure migration).
- Perform technical debugging and analyze infrastructure and web applications.
- Manage server administration and utilize automation/DevOps tools.
- Stay updated on information security threats and collaborate with other Operations teams and vendors.
- Oversee and manage the infrastructure support queue, ensuring timely resolution and customer satisfaction.
- Offer expertise and support in security engineering, incident response, and risk management.
- Support Operations in patching schedules and act as an escalation point.

System Plus Pioneer Ltd

IT Technical Manager

(Mar 2019 – Nov 2023)

Added Duties and Responsibilities

- Directed and oversaw all technical interventions, including scheduling and resource planning for onsite and remote support.
- Managed team scheduling, escalation handling, and customer satisfaction for on-site and remote support.
- Collaborated with sales and solutions teams during presales cycles — gathering technical requirements, preparing proposals, and conducting client presentations.
- Designed and delivered solutions based on Microsoft 365, Azure, VMware, and Sophos environments.
- Provided technical leadership in disaster recovery, server/storage deployments, and endpoint management.
- Reported service metrics and intervention insights to management.
- Supported documentation, audits, and compliance activities.

Senior IT Engineer

(Sep 2017 – Feb 2019)

Duties and Responsibilities

- Deployed and supported Microsoft 365 services including Exchange Online, SharePoint, Intune, Defender, and Azure AD.
- Implemented VMware vSphere environments including ESXi, vCenter, clustering, and network configurations for disaster recovery.
- Managed backup and recovery solutions using Veeam, Veritas, and Azure; conducted regular DR drills to ensure reliability.
- Installed, configured, and maintained Windows Server and desktop systems (Windows 7/8.1/10) in corporate environments.
- Configured and managed network infrastructure components including SAN/NAS storage, Rack & Tower servers, VLANs, Wi-Fi and Layer 2 switches.
- Deployed and supported next-generation firewalls including Sophos, Fortinet, and Meraki.
- Participated in presales engagements by assessing client needs and contributing to technical solution design and proposal development.
- Conducted infrastructure audits and risk assessments, documented findings in structured reports.
- Delivered on-site and remote support to clients, addressing system issues and infrastructure concerns promptly.
- Provided training and knowledge-sharing sessions for internal team members and customers on systems and security best practices.
- Authored and maintained documentation for configurations, troubleshooting procedures, and IT systems usage.
- Assisted clients in implementing cybersecurity measures and maintaining secure IT environments.
- Researched emerging technologies and product lines; ensured partner certification requirements were met.

Continuous Learning: Keep up to date with evolving technologies and industry trends to adapt to new challenges and changes in the IT landscape.

Leal Group as IT Infrastructure Administrator

(May 2016 – August 2017)

LealGroup – around 575 Users for Mauritius and 80 Users for Leal Reunion

Duties and Responsibilities

- Technology Acquisition – The research, evaluation and testing of new technologies products and services
- Pre-Deployment – The configuration and testing of either newly acquired technologies / products /services or changes to existing productions systems
- Deployment & Go-Live – The installation, configuration and release to production of newly acquired technologies, products and services or changes to existing production systems.
- Post-Deployment – The documentation of systems deployed and review of project implementation
- Operations – The routine tasks required to ensure the operation of production systems to highest levels of performance, confidentiality, integrity, availability and security as well as the resolution of issues arising
- Maintenance - The roll-out of updates and upgrades to existing production systems
- Support – Providing help to other team members and deputies for them when necessary
- Continuous Improvement – The on-going effort to improve products, services, policies, processes, procedures and practices
- Development of self & others – The improvement of one's knowledge, status, or character by one's own effort and the application of new skills/knowledge to add value to the performance of the organization

Tasks:

- Project Implementation, Planning, Design, Documentation and Monitoring
- Support and maintained multi-domain, Active Directory 2008/2012R2, Enterprise Exchange Server environment
- Support and maintained AD Sites, DNS, DHCP Multi-Scope, Group Policy Management, Windows Update Server, System Center
- Virtual Machine Manager, System Center Configuration Manager, File Server, Remote Desktop Server (Multi-Sites), Hyper V replication, SharePoint Administration 2010-2016
- Implementation, Support and maintained Office 365 Hybrid co-existence including Azure AD, Exchange, Skype for Business, AD Connect, Single-Sign On
- Support and maintained Physical and Virtual Machines, Windows Server 2008/2012R2 Clustering (Multi-Nodes), SAN Storage (MSA\3PAR)
- Support and maintained Desktop User as and when required, upgrades and patches
- Implemented, Support and maintained Symantec Endpoint Protection Manager, Veritas Backup Exec (Multi-Sites).
- Perform daily backup operations, ensuring all required systems and data are successfully backed up to the appropriate media, recovery tapes and / or disk.
- Support and maintained HP Switches (Layer 2/3) and Basic Core Networking (VLAN, Routing), Firewall UTM FortiGate 800D & 200D, WAN Load Balancer (PEPLINK), Wired and Wireless LAN
- Support and maintained Avaya IP PABX System (VOIP), coordinate with vendor for problem resolution
- Lab testing and large deployment upon new release of Windows or other related products to the existing infrastructure or improvement
- Support and maintained HP Servers (C7000, Blade Server, ProLiant DL Servers, QNAP Storage System, Tape Library
- Assist, Support and maintained third-party application, SQL Servers Integration, Access Control System
- Liaise with vendors, outsources, and contractors for problem solving efforts
- Develop script for automating administration tasks and fine-tuning systems to achieve optimum performance levels
- Diagnose research and troubleshoot systems when experiencing issues by identifying what the problem is, finding workarounds and permanent resolution by addressing the root cause of the issue. Record known problem resolution in a central location (knowledge base)

IT System Engineer, System Plus Pioneer Ltd. Phoenix

(July 2015 – April 2016)

Duties and Responsibilities

- Lead Microsoft product migrations and deployments (e.g., Windows Server 2012 R2, Exchange Server 2010/2013, SQL Server 2012/2014, Office 365), along with Microsoft Hyper-V 2012 R2, Remote Desktop Services, Windows Deployment Services, WSUS, and more.
Install, configure, maintain, and troubleshoot Windows Server and manage Windows desktop systems (Windows 7/8.1/10) within the corporate network.
- Configure and manage applications such as Symantec Enterprise Protection Suite, Backup Exec 2014/2015 or later, System Recovery Server 2013 R2 or later, Veeam, GFI Solutions, and other standard server applications.
- Provide customer support both on-site and through remote access.
- Conduct general server hardware troubleshooting and perform part replacements when needed.
- Participate in the design, testing, and implementation of disaster recovery solutions utilizing virtual machine technologies.
- Handle the installation, configuration, maintenance, and support of Rack & Tower Servers, SAN/NAS systems within racks.
- Manage the installation, configuration, maintenance, and support of Cyberoam Unified Threat Management Hardware.

Senior IT Engineer, Leal Communications and Informatics LTD. Pailles

(June 2014 – June 2015)

Duties and Responsibilities

- Assist the sales team in pre-sales activities requiring technical expertise.
- Participate in the preparation of technical proposals for sales activities as needed.
- Execute IT Infrastructure Installation, Configuration, Revamping, Deployment, and Implementation, whether for new or existing systems.
- Offer ad-hoc customer support.
- Conduct routine preventive and reactive maintenance either on-site or remotely at client locations.
- Provide hardware and software maintenance services on-site, at the workshop, or remotely.
- Lead projects, overseeing device configuration and ensuring system commissioning, utilizing either a team of resources or working individually based on project size.
- Conduct IT Infrastructure surveys, generating technical reports with recommendations based on findings.
- Facilitate the technical development of the team through in-house demos, training, advice, and knowledge sharing.
- Maintain partner-level technical certifications at the highest level.
- Design and prepare Proof of Concepts (POCs) to showcase key features and attributes of various technologies.
- Conduct research and development on emerging technologies, offering recommendations to management and the sales team.

IT System Engineer, Leal Communications and Informatics LTD. Pailles

(Dec 2011 – May 2014)

Duties and Responsibilities

- Implementing new IT infrastructure or upgrading existing systems in adherence to best practices and guidelines.
- Conducting surveys of current infrastructure and offering recommendations and findings.
- Diagnosing, monitoring, and addressing server-related issues, including security concerns.
- Installing and upgrading applications as per documentation provided by server application owners.
- Troubleshooting and providing support for a range of IT components, such as Active Directory, DNS, DHCP, Group Policy, WSUS, Virtual Machines, Alerts, Microsoft Exchange, and related systems.
- Resolving issues and providing support for various network devices, including switches, wireless routers, network printers or scanners (MFP), security devices, mobile email applications, fingerprint systems, and third-party applications.
- Managing Disaster Recovery and High Availability Servers, Backup and Restore Solutions, as well as Antivirus and Security measures.
- Administering and addressing problems, sharing, and ensuring security for desktops and laptops.
- Conducting in-house research and development of new products and conducting pre-sales demonstrations.

Infrastructure Support Consultant, Currimjee Informatics Ltd. Curepipe

(June 2011 – Nov 2011)

Duties and Responsibilities

- Conduct initial diagnostic troubleshooting for both hardware and software issues on servers and add peripheral hardware components (e.g., SAS HDD, RAM, CPU, Optical Drive) as needed.
- Perform daily server health checks and manage tape backups, including Symantec Backup Exec recovery for SLA customers, storing data at off-site locations and resolving daily issues on servers and user PCs or laptops.
- Set up new user accounts in Data Center, Active Directory, Exchange, configure file sharing, mapping, group policies, printers, and fulfill other requested requirements.
- Install and configure various systems, including Windows Server 2003 – 2008 R2, SQL Servers 2005, 2008, Microsoft Exchange 2007, SharePoint 2010, DNS, DHCP, IIS, VMware ESXi (for virtualization), and other essential services for network infrastructure.
- Conduct in-house research and development of new products and perform pre-sales demonstrations. Implement Document Management Solutions integrated with SharePoint 2007/2010, utilizing Windows 2008 Server R2 and SQL Server 2008.

IT Support Officer, Leal Communications and Informatics LTD. Pailles

(July 2001 – May 2011)

JUNE 2008 – MAY 2011 - **IT Support OFFICER**, JULY 2005 – MAY 2008 - Senior IT Technician.

JULY 2001 – JUNE 2005 – IT Technician

Duties and Responsibilities

- Offer hardware and software troubleshooting and support for various IT equipment, including PCs, notebooks, tablet PCs, netbooks, AIO PCs, and other devices.
- Manage the warranty and RMA request processes for HP and DELL products, including supplier follow-up.
- Provide online technical support to field technicians and remote support for SLA customers.
- Conduct research on technical issues and solutions for Microsoft Operating Systems (Windows XP, Vista, and Windows 7), including security and service pack updates, as well as known issues.
- Research new products and assist with in-house training for both indoor and outdoor technicians, covering topics like Motherboard BIOS updates and innovative products.
- Perform testing and benchmarking of new products, including various notebook models, AIO PCs, motherboards, and other components.
- Administer Windows Server 2008 R2 Enterprise, overseeing Active Directory, DHCP, File Server, WDS, and disk management.
- Deploy Windows Vista and Windows 7 on 10 to 100 client computers from WDS on Windows Server 2008 R2, particularly for new PCs.



System Plus
Naseem Khoodoruth

has achieved

Cyber Stellar Award
IOC Region
2020

A handwritten signature in white ink, likely of Kris Hagerman, the Sophos CEO.

Kris Hagerman, Sophos CEO



References for Projects & Sectors

(Lead, Implementation and Support)

Industries Served:

Architectural Firms, Law Chambers, Healthcare, Management, Manufacturing, Financial Services, Notaries, Construction, Tourism, Insurance, Government Entities (e.g., National Identity Card, Ministry of Social Security, Prime Minister's Office)

Client Work: Led diverse IT projects covering system administration, cloud solutions, and server migration. Notable clients include Morphos Architects, Juristconsult Chambers, Clinic Muller, City Clinic, Proxy Brokers, City Brokers, and Chambers of Sir Hamid Moollan KC. Delivered Microsoft 365 onboarding, Azure integration, networking, server and firewall deployments, VDI setups, and advanced virtualization.

Supported BP2R with ongoing IT infrastructure administration in collaboration with French teams. Deployed enterprise-grade solutions for Servansingh Jadav & Partners, DTOS Ltd, City Brokers, and Proxy Brokers including Exchange Online, Veeam Backup, and Cyberoam/Sophos firewalls.

Managed critical IT projects for government bodies like Rodrigues Regional Assembly, PMO, Waste Water Management, and the Mauritius National Identity Card Unit—demonstrating capability to adapt across sectors.

At Leal Group, maintained infrastructure for 600 users, and led projects like Windows Server clustering migration, Fortinet deployment, Remote Desktop Services farm, VERITAS Backup Exec and RemoteApp rollout, and implemented SCCM, SCOM, and SVVM.