

## Contact & Details

- 1191, Morcellement Highland Rose, Highlands, Phoenix, Mauritius
- Tel : (Mobile) (+230) 5812 2949
- Email: jaweedd@gmail.com
- Date of Birth: 16 July 1986
- Gender: Male
- Status: Married
- Languages: English & French (spoken and written)
- Hobbies: Reading, Surfing, Sports (karate, swimming, and badminton)

## Profile & Skills

- Fast learner with an aptitude for new technologies.
- Good knowledge of programming languages and database management (Java, HTML, PHP, Oracle (DBMS and Development Suite)).
- Confident and professional personality.
- Excellent interpersonal skills.
- Fully conversant with both English and French language (written and spoken).
- Flexible, proactive, responsible, and smart-working.
- Have good ability to work under pressure, define priorities, and adapt to multitasking.

## Education

### BSc (Hons) Business Informatics

University of Mauritius, Mauritius  
March 2009 – December 2012

### Certifications:

- Certified Ethical Hacker v11, Tylers (Mauritius) Ltd, November 2020

### Higher School Certificate (HSC)

Royal College Port Louis  
November 2004

Main Subjects: Mathematics, Chemistry, and Physics

Subsidiary Subjects: General Paper, French

### School Certificate (SC)

Royal College Port Louis  
November 2002

Subjects: English, French, Mathematics, Additional Mathematics, Physics, Chemistry, Biology, Computer Studies

# DILJORE Muhammad Jaweed

## Experienced IT Professional

---

### Work Experience

#### IT Operations Manager

January 2025 – July 2025

IBL Life Together

- Contribute to the development and execution of the IT strategy aligned with organizational goals.
- Lead IT operational planning and the execution of infrastructure projects across all Life Together clusters.
- Oversee daily IT operations and ensure adherence to company standards and timelines.
- Manage IT staff performance, development, and scheduling.
- Develop and implement standard operating procedures (SOPs) for IT activities.
- Monitor and report monthly IT metrics and system health.
- Collaborate with departments on budgeting, resource allocation, and IT project planning.
- Analyze risks, prepare business cases for tech investments, and identify cost optimization opportunities.
- Manage vendor and service provider contracts to ensure service quality.
- Support help desk functions and oversee infrastructure systems including LAN/WAN, security, and wireless networks.

**Reason for Leaving: Terminated due to Financial Restructuration. The position was made redundant.**

#### IT Manager

July 2024 – January 2025

Unicorn (MSJ Ltd)

- Responsible for the IT department of the company.
- Leading projects and optimizations for the IT system which include the IT infrastructure and the ERP (MS Dynamics).
- Collaborate with suppliers for implementation of projects.
- Assess and monitor the KPIs for the IT department and IT staff.
- Lead the implementation of innovative solutions for the company (online ordering, use of AI etc.).
- Involved in the strategic and operational decision making for the company.

**Reason for Leaving: Position was on a contractual basis.**

#### CDN Engineer

October 2021 – April 2024

Binary Technology Holdings

- Collaborate with software developers on new product design, deployment, testing, and optimization within a multi-CDN enabled architecture.
- Optimize CDN operations for performance, selection, mapping, resilience, and cost management, from delivery at the edge to content origins.
- Implement CDN data collection, analytics, monitoring, storage, and reporting systems.
- Ensure effective monitoring at both infrastructure and application levels, working with relevant IT teams.
- Investigate and resolve issues with unknown root causes, coordinating with relevant teams for resolution.

**Reason for Leaving: Terminated due Financial Restructuration. The company lost a major client which impacted its revenue.**

## Technical Competencies

- Client Operating System:
  - Windows 8/8.1 and Windows 10, Windows 11
  - Mac OS X
- Server Operating System:
  - Windows Server 2012 R2, Windows Server 2016, Windows Server 2019
  - Linux Red Hat 6.5/7/8, Debian OS, OpenSUSE
- Windows Server and Services:
  - Active Directory setup and configuration
  - DNS, DHCP, AD Federation Services, AD Certification Services (CA), IIS
  - Microsoft Exchange 2013/2016, Microsoft SharePoint Server
- Virtualization Technologies:
  - Vsphere VM Ware, Oracle VM, Citrix XenServer 6.5, Microsoft Hyper-V
- Cloud Technologies:
  - AWS, Microsoft Azure
- Database Technologies:
  - Oracle Database 10g/11g (Administration and SQL)
  - Microsoft SQL Server 2012, 2014, and later
  - SQL Ad-hoc reporting
- SAN Technologies:
  - Dell Equallogic, IBM Storwiz, HP StorageWorks (iSCSI, Fibre channel)
- Server Brands:
  - HP (DL series), Dell PowerEdge (R630, R730), IBM X-Series (Lenovo)
- ERP:
  - Sage Pastel
- Reporting Tools:
  - Crystal Reports, Jasper Reports, Microsoft Reporting Services (SSRS)
- Workstation and Laptop Installation:
  - Dell, HP, and Lenovo workstations and laptops
- Printers Installation:
  - HP, Ricoh, and Xerox all-in-one printers on networks with scan to mail/network folder functions
- Network Equipment:
  - Cisco switches (2960, 2960X, 3650) and routers (1941, 2900 series)
- Diagram:
  - Microsoft Visio, AutoCAD
- Backup Tools and Equipment:
  - Symantec BackupExec 2010 and 2012, VEEAM Backup, HP LTO5 tape drives, Dell LTO5 tape drives, DR replication
- Office Packages:
  - Office 2013, 2016, 365. Set up and Configure different office packages. Good skills in MS Word and Excel
- Project Management skill:
  - Requirement Analysis, Recommendations, Professional Report Writing, and Documentation
- Security Tools:
  - WireShark, Nessus, Kali Linux, ParrotOS

## Work Experience

### Network and System Administrator

October 2018 – October 2021

Ducray Lenoir Ltd

- Oversaw the IT department, managing reporting, assessment, and maintenance of the IT infrastructure.
- Participated in strategic operations and decision-making processes within the organization.
- Liaised directly with suppliers to provision solutions for systems and services.
- Optimized systems according to user and management requirements.
- Provided statistical data to management regarding system performance.
- Implemented solutions such as Exchange Server 2016, Aruba Wifi Access Point, and Kaspersky Enterprise security.
- Documented and tracked system changes and records.
- Conducted system administration tasks on both Linux (Red Hat 7) and Windows servers.

### Senior IT Administrator

September 2015 – October 2018

Axis Fiduciary Ltd/BLC Robert and Associates Ltd

- Supervised one Junior IT Administrator and one IT Assistant.
- Managed reporting and assessment of the IT infrastructure.
- Contributed to strategic operations and decision-making processes.
- Liaised with suppliers for system and service solutions.
- Optimized systems to meet user and management requirements.
- Provided statistical data on system performance to management.
- Documented and tracked system changes.
- Conducted system administration tasks on Linux (Red Hat 7) and Windows servers

### Infrastructure Support Consultant

January 2015 – September 2015

New Edge Solutions Ltd (Member of the Food and Allied Group)

- Managed local and wide area network administration to ensure maximum operational performance.
- Administered user access and security levels to maintain network security.
- Implemented backup procedures and tape rotations.
- Led hardware and software purchases.
- Organized support structure to ensure prompt issue resolution.

### SYSTEMS ADMINISTRATOR

October 2013 – December 2014

Mauritius Cargo Community Services Ltd

- Assisted the Head of IT Department in installation and maintenance of servers.
- Conducted daily checks and backups of servers.
- Negotiated with suppliers for IT equipment purchases.
- Conducted system administration tasks on Linux and Windows servers.

### ENTERPRISE SOFTWARE DEVELOPER

June 2013 – September 2013

Compagnie Mauricienne de Textile Ltee

- Developed modules using Oracle Development Suite 10g.
- Conducted meetings with users to gather requirements.
- Performed analysis, development, and testing tasks.

### IT SUPPORT TECHNICIAN

January 2011 – May 2013

Mauritius Stationery Manufacturers Ltd

Assisted IT Manager in ensuring proper functioning of the information system.

Provided technical support to end-users.

Conducted PC assembly, configuration, and maintenance.

Set up PCs and printers in network environments.

Conducted daily backups and generated ad-hoc reports using SQL.

### IT TECHNICIAN

October 2009 – December 2010

Ministry of Information and Communication Technologies

Provided technical support on end-user equipment.