

SHIBIN FERNANDEZ

IT ADMINISTRATOR

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SUMMARY

IT Administrator with **8+ years** of hands-on experience managing infrastructure across educational institutions and healthcare environments. Proven track record in network administration, Windows Server management, Microsoft 365, Azure cloud services, firewall security FortiGate, ERP & CRM systems, and end-user support. Adept at preparing organizations for regulatory inspections (KHDA, NABH), managing CCTV and access control systems, and delivering training that empowers staff to use technology confidently. **BSc Honours in Information Technology** from **Middlesex University, UK**. Holds UAE Employment Visa and UAE Driving License.

WORK EXPERIENCE

The Apple International Community School

Dubai, United Arab Emirates — **Feb 2024 - Present**

IT Administrator

- Lead end-to-end IT operations for a 1500+ user school campus, ensuring 99%+ network uptime and high availability of all systems and educational technologies.
- Administer Microsoft 365, Active Directory, and Windows Server including user lifecycle management, group policies, and security configurations for staff and students.
- Manage and optimize UniFi network switches, wireless access points, and VLAN configurations to support secure, high-performance campus-wide connectivity.
- Oversee FortiGate firewall, McAfee security, and data protection policies to ensure full IT compliance aligned with KHDA regulatory guidelines.
- Manage and maintain 500+ Hikvision CCTV cameras with NVR infrastructure; provide timely playback support for security incidents.
- Administer and optimize the Mograsys & NexQuare ERP platform and LMS tools; maintain and update the school's WordPress website including plugins, themes, and content.
- Develop IT SOPs and asset documentation; deliver technical training to teachers, senior leadership teams, and administrative staff on IT systems and tools.
- Support all classroom technology including BenQ interactive flat panels, projectors, smartboards, printers, and Apple devices; ensure minimal disruption to learning.
- Prepared school IT infrastructure for KHDA inspection, ensuring full compliance with knowledge and human development authority standards and requirements.

The Oxford School

Dubai, United Arab Emirates — **Nov 2022 - Jan 2024**

IT Executive

- Managed Microsoft 365, Azure Active Directory, Windows Server, user provisioning, security policies, and identity management for 300+ staff and 2500+ student accounts.
- Provided remote and on-site IT support via ManageEngine & OSTicket Service Desk ticketing system; consistently met SLAs for hardware and software incident resolution.
- Managed classroom technology including Chromecast, BenQ panels, projectors, and smartboards across all classrooms.
- Managed IP phones and PABX systems, maintained network switches and firewall configurations Maintained IT procedures, SOPs, and asset registers to ensure knowledge continuity and support efficiency.

St. Thomas Hospital
Kerala, India **Aug 2020 - Aug 2022**
IT Administrator

- Administered hospital IT infrastructure including Cisco switches, Firewall, servers, and network equipment; supported routine upgrades and network performance optimization
- Provided IT infrastructure support for National Accreditation Board for Hospitals (NABH) inspection, ensuring all systems met accreditation standards.
- Implemented endpoint security using Kaspersky Antivirus; conducted security audits, managed attack prevention, and responded to security incidents.
- Maintained and supported HMS ERP (Mediware), EMR, and PACS systems; conducted orientation and training sessions for new medical staff on IT systems and SOPs.

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate
- Google Professional Workspace Administrator
- Google IT Support Professional
- Microsoft Office 365: Administration
- Cisco Certified Network Associate (CCNA)
- Fortinet NSE 1,2 & 3 – Network Security Associate

EDUCATION

- B.Sc. Honors Information Technology and Business Information Systems **2020**
  Middlesex University
  London, United Kingdom
- Advanced Diploma in Software Engineering Aptech Computer Education **2017**
  Riyadh, Saudi Arabia
- Diploma in Information Systems Management Aptech Computer Education **2016**
  Riyadh, Saudi Arabia

CORE SKILLS

- **Infrastructure & Networking:** Windows Server, Active Directory, DNS, DHCP, VLANs, Cisco/Aruba/UniFi/HP/TP-Link switches & Access Point.
- **Cloud & Productivity:** Microsoft 365 Administration, Microsoft Azure, Google Workspace, Office 365 Tenant Management, Microsoft Azure, Microsoft 365, Active Directory, Exchange Online, SharePoint, Microsoft Teams, OneDrive, Google Drive, Microsoft & Google Forms
- **Security & Compliance:** FortiGate Firewall, Sophos Firewall, Kaspersky Endpoint Security, CCTV (Hikvision/Dahua), Access Control Systems
- **ERP & Systems:** NexQuare, Mograsys ERP, HMS Mediware, EMR, PACS, ManageEngine Service Desk, OS Ticketing, Zenda payment, Orison.
- **Educational Technology:** BenQ IFPs, Smartboards, Chromecast, Apple TV, LMS (ClassDojo, ORB, Microsoft Teams, Rosen LevelUp, Achieve 3000), Student Information Systems (SIS)
- **Other Tools & Platforms:** PowerShell, WordPress Website Management, Adobe Acrobat, Photoshop, VoIP/PABX, NVR/DVR, Unifi OS Server controller, Windows Server 2012/2016/2019, Windows 10/11, macOS

PERSONAL INFORMATION

- **Nationality:** Indian
- **Marital Status:** Married
- **Visa Status:** UAE Employment Visa Holder
- **Driving:** UAE Driving License Holder