

ARIF ALI

IT Infrastructure Engineer

Windows Server | DC / AD | Exchange Server | VPN | Firewall
| VDI

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CERTIFICATIONS

MS-500

M365 Security Administrator

AZ-104

Microsoft Azure Administrator

7+ Years Experience

PROFESSIONAL SUMMARY

Experienced IT Infrastructure Engineer with 7+ years of hands-on expertise deploying and managing enterprise on-premise and hybrid environments across UAE and India. Specializes in Windows Server installation and configuration, Active Directory & Domain Controller setup, Exchange Server deployment, Firewall & VPN configuration, DNS/MX/TXT record management, and VDI implementation using Citrix and VMware. Holds MS-500 and AZ-104 certifications, with additional expertise in Microsoft 365, Intune, and Azure cloud infrastructure. Proven ability to build IT environments from the ground up and maintain high-availability, secure, and scalable infrastructure for organizations of 200-300+ users.

CORE COMPETENCIES

Windows Server Setup	Domain Controller / AD	Exchange Server	DNS / MX / TXT Records
Firewall Configuration	VPN Setup (S2S / RA)	VDI: Citrix / VMware	Azure & M365 Cloud
RAID / HP Dell Servers	Active Directory & GPO	Network Infrastructure	PowerShell Automation

TECHNICAL SKILLS

Server Platforms	Windows Server 2008 / 2012 / 2016 / 2019 / 2022 - Installation, Configuration, Hardening
Domain Services	Active Directory DS, Domain Controller (Primary & Secondary), FSMO Roles, Sites & Services, Trusts
Email Servers	Exchange Server (On-Premise) - Mailbox, Hub Transport, CAS; Exchange Online (M365)
DNS Management	A, CNAME, MX, TXT, SPF, DKIM, DMARC records - On-Premise DNS & Cloud (Azure DNS, Cloudflare, GoDaddy)
Firewall & Security	Firewall rule creation, NAT/PAT, ACL, zone-based policies, perimeter security
VPN	Site-to-Site VPN, Remote Access VPN, SSL VPN configuration and troubleshooting
VDI Platforms	Citrix XenDesktop / XenApp, VMware Horizon, Microsoft Hyper-V, RDS
Virtualization	VMware ESXi, Hyper-V, Citrix Hypervisor - VM provisioning, snapshots, migrations
Networking	TCP/IP, DNS, DHCP, LAN/WAN, VLAN, Routing, Switching, Wireless AP management
Cloud	Microsoft Azure (AZ-104), Azure AD, Microsoft 365 (MS-500), Exchange Online, Intune
Hardware	HP ProLiant, Dell PowerEdge - iLO, iDRAC, IPMI, RAID 0/1/5/10, SAN/NAS

Scripting	PowerShell - AD automation, server management, reporting, scheduled tasks
Endpoint Mgmt	SCCM, Microsoft Intune (MDM/MAM), Group Policy, Windows Update / WSUS
ITSM	ServiceNow, ITIL Incident / Problem / Change Management, SLA management

DNS & DOMAIN CONFIGURATION EXPERTISE

On-Premise DNS & Active Directory:

- Install and configure Windows DNS Server integrated with Active Directory Domain Services.
- Create and manage Forward and Reverse Lookup Zones for internal domain resolution.
- Configure A records, CNAME aliases, PTR records, SRV records, and NS delegation for internal services.
- Set up DNS forwarders and conditional forwarders for hybrid name resolution.
- Troubleshoot DNS replication issues between Domain Controllers across sites.
- Configure DNS scavenging and aging to maintain clean zone data.

Cloud & Public DNS (Email & Domain Security):

- Configure MX records for on-premise Exchange Server and Exchange Online (Microsoft 365).
- Create and publish SPF (TXT) records to define authorized mail senders and prevent spoofing.
- Generate, publish, and validate DKIM (DomainKeys Identified Mail) TXT records for email signing.
- Implement DMARC TXT records with policy enforcement (none / quarantine / reject) and reporting.
- Manage domain verification TXT records for Microsoft 365, Google Workspace, and third-party SaaS platforms.
- Configure CNAME records for Autodiscover (Exchange), Teams, SharePoint custom domains, and web services.
- Work with public DNS providers including Cloudflare, GoDaddy, Namecheap, and Azure DNS zones.
- Manage TTL values strategically during migrations to minimize downtime.

WORK EXPERIENCE

IT Infrastructure & EUC Engineer

Quesscorp, Dubai, UAE | *August 2025 - Present*

- Deploy and manage Windows Server infrastructure and Active Directory for 200+ users across the organization.
- Configure and maintain DNS zones, MX, SPF, DKIM, and DMARC records for corporate domain email security.
- Administer Intune MDM/MAM for Windows, iOS, and Android devices; enforce security baselines and compliance.
- Lead VDI deployments using Citrix for hybrid and remote work environments.
- Manage firewall policies and VPN connections for secure remote access and site connectivity.
- Implement MFA, DLP, Conditional Access, and Microsoft Purview compliance policies.
- Automate infrastructure tasks using PowerShell, reducing manual workload by approximately 30%.
- Provide L2/L3 incident resolution, achieving 95%+ SLA compliance across end-user systems.

IT Infrastructure & EUC Specialist

Inventa Digital Technologies, Dubai, UAE | *April 2023 - April 2025*

- Managed on-premise Windows Server environment including AD DS, Domain Controllers, and GPO management.

- Configured DNS records (A, MX, TXT, CNAME, SPF, DKIM, DMARC) for corporate email and domain services.
- Installed and configured VPN tunnels for secure site-to-site and remote access connectivity.
- Maintained firewall rules, NAT policies, and network segmentation for perimeter security.
- Led Citrix VDI environment deployment, configuration, and performance tuning for remote users.
- Managed Exchange Online mailboxes, transport rules, mail flow connectors, and email security policies.
- Supported M365 E3/E5 rollout including Teams, SharePoint, OneDrive, and Exchange Online.
- Delivered L1/L2 support for 200+ users across hardware, OS, and Microsoft 365 applications.

M365 & Infrastructure Engineer (Freelance)

GigWorker - Remote | November 2019 - October 2021

- Planned and deployed Microsoft 365 E3/E5 tenants including domain setup, DNS configuration, and MX cutover.
- Configured MX, SPF, DKIM, and DMARC records during email migrations from on-premise Exchange to Exchange Online.
- Set up custom domain verification TXT records for M365, Azure AD, and third-party SaaS platforms.
- Managed Autodiscover CNAME records and Exchange hybrid configuration DNS requirements.
- Configured Intune MDM/MAM policies for BYOD and corporate Windows, Android, and iOS devices.
- Implemented MFA, DLP, Conditional Access, and Exchange transport rules for 200+ user environments.
- Automated administrative tasks using PowerShell; achieved 96% client satisfaction rating.

IT Infrastructure Engineer

Avaso Tech Private Limited, Patna, India | June 2017 - June 2019

- Installed and configured Windows Server (2012/2016) from scratch including OS setup, roles, and features.
- Built and promoted Domain Controllers, configured AD DS, FSMO roles, Sites & Services, and replication.
- Deployed Exchange Server on-premise including mailbox databases, connectors, and mail flow configuration.
- Configured DNS server with internal zones, MX records, Autodiscover CNAME, and external DNS delegation.
- Set up site-to-site and remote access VPN for secure inter-office and remote worker connectivity.
- Installed and maintained firewall appliances; created ACL rules, NAT policies, and security zones.
- Deployed VDI environment using Citrix and VMware Horizon for virtual desktop delivery to end users.
- Configured RAID (0/1/5/10) on HP ProLiant and Dell PowerEdge servers; managed iLO/iDRAC/IPMI.
- Managed mixed physical and virtual server environment; performed VM provisioning and migration.
- Implemented CrowdStrike Falcon Endpoint protection across servers and end-user devices.
- Followed ITIL best practices for incident, problem, and change management.

IT Infrastructure Specialist

HCL Technologies, Noida, India | November 2022 - January 2023

- Managed Windows Server infrastructure and Active Directory for 300+ user organization.
- Configured and maintained network infrastructure including routers, switches, and wireless APs.
- Supported Microsoft 365 deployment, AD synchronization, and hybrid identity management.

- Implemented security policies including MFA, DLP, Conditional Access, and endpoint protection.

EDUCATION

Master of Business Administration (MBA)

2012 - 2014

LANGUAGES

English - Professional Working Proficiency **Hindi / Urdu** - Native

References and Microsoft certification verification available upon request.