

RASHID ABBASI

SENIOR IT SYSTEM ADMINISTRATOR/ENGINEER

Email: rabbasi78@gmail.com

Phone: +971-553820729

LinkedIn: [Rashid Abbasi](#)

An astute and results-oriented IT Professional & leader with over 20 years of expertise in designing, deploying, and maintaining complex IT infrastructure for healthcare, IT services, and cloud-based environments across UK, UAE, and Pakistan. PMP Certified professional with proven proficiency in enterprise IT solutions, cloud computing, and virtualization technologies. Aligning IT systems with organizational goals to drive efficiency, improve security, and ensure seamless business continuity with exceptional technical acumen in systems engineering, network administration, and project execution, with a commitment to achieving optimal system performance.

CORE SKILLS

Advanced Systems Engineering

Program/Project Management

Windows Server Platforms

Active Directory

IT Policy Development & Compliance

Network Architecture & Optimization

IT Security Protocols

Risk Analysis & Mitigation

Incident Response Management

Enterprise Grade Ticketing System (BMC Remedy)

On – Boarding Initiatives

Vendor & Resource Management

Quality Assurance

Process Improvement

Reporting & Documentation

Technical Leadership

Cross Functional Collaboration

EDUCATION

Master of Science in Mobile Computing
United Kingdom

PROFILE SUMMARY

IT Infrastructure Management:

- Adept in designing, configuring, and managing enterprise-level IT systems, including Microsoft Exchange Servers, SQL Databases, and Windows Servers
- Hands-on expertise in deploying and optimizing multi-layered IT infrastructures, ensuring scalability, redundancy, and high availability
- Skilled in performing server health assessments, implementing load balancing, and conducting system upgrades to ensure optimal system performance

Cloud Computing & Virtualization:

- Advanced knowledge of Microsoft Azure, including resource management, virtual machines, and cloud storage configurations
- Proficient in VMware and Hyper-V virtualization platforms for deploying and managing virtual environments with high efficiency
- Expertise in cloud migration strategies, implementing Backup as a Service (BaaS), Disaster Recovery as a Service (DRaaS), and other cloud services

Networking & Security:

- Rich understanding of network protocols, including TCP/IP, VPN configurations, DNS, and DHCP administration
- Implementing firewall rules, antivirus systems, and encryption protocols to protect data integrity and system reliability
- Skilled in conducting vulnerability assessments, penetration testing, and ensuring compliance with industry security standards

Healthcare IT Systems:

- Extensive experience in deploying and supporting Electronic Medical Records (EMR) and healthcare-specific IT systems, ensuring compliance with HIPAA and other regulations
- Streamlining the onboarding processes for healthcare facilities, optimizing IT workflows, and driving adoption of advanced healthcare technologies

Automation & Scripting:

- Skilled in automation tools such as PowerShell, Putty, and MobaXterm, automating administrative tasks to enhance efficiency and reduce human error with proven ability to script and implement solutions for system monitoring, automated backups, and resource allocation

Project Management & Stakeholder Engagement:

- Comprehensive understanding of project lifecycle management, from initiation to execution and closure
- Adept at engaging with stakeholders, defining project goals, and ensuring timely delivery through meticulous planning and execution, further identify, assess, and mitigate risks in IT project environments

PROFESSIONAL EXPERIENCE

RTA/Virtual Cloud – Dubai, UAE

Senior IT System Engineer | Oct 2021 – Oct 2024

- Delivered comprehensive IT systems support and executed technical troubleshooting for hardware, software, and networking issues to ensure seamless organizational functionality
- Planning, implementation, and maintenance of organization's IT infrastructure, especially the system technologies.
- Responsible for ensuring the reliability, security, and optimal performance of our customer systems.
- Administered system administration tasks, including the installation, configuration, and upgrades of enterprise-level IT systems, enhancing performance and scalability
- Established and refined IT operational policies, achieving a 30% improvement in system efficiency by streamlining workflows and implementing automation tools
- Conducted in-depth analysis and optimization of network connectivity issues, significantly reducing downtime across critical operations

CERTIFICATIONS & TRAINING

Project Management Professional (PMP) – PMI
Microsoft Certified Solutions Expert (MCSE)
Microsoft Azure Fundamentals
Microsoft 365 Certified Administrator
Advanced Workshops in IT Security and Cloud Migration

PREVIOUS WORK EXPERIENCE

Acrologix Pvt Ltd - Lahore, Pakistan

Senior System Engineer (GSM BTS Sites & Web Hosting) | Feb 2007 – Jan 2011

- Deployed and maintained over 50 GSM BTS sites, ensuring robust and uninterrupted network services
- Microsoft exchange servers and email gateways with mail flow and troubleshooting skills
- Problem-solving and analytical skills, with the ability to diagnose and resolve complex technical issues.
- Strong communication and interpersonal skills, with the ability to work effectively in a team environment and collaborate with colleagues from various disciplines.
- Managed multiple tasks and prioritize effectively in a dynamic and fast-paced environment.
- Project management methodologies and frameworks
- Extending support within the IT department and other department to fulfill the business needs.
- Configured critical IT infrastructure, including Citrix XenApp servers, Active Directory, and Microsoft SQL Servers, resulting in a 25% increase in uptime reliability

Blackstone Commercial | Bradford, UK

IT Manager | June 2002 – July 2005

- Designed and implemented a comprehensive IT infrastructure, including workstation setup, network optimization, and Microsoft Exchange Server management
- Enhanced operational efficiency by automating workstation and server maintenance, reducing IT downtime by 15%

Comsats Pvt Ltd - Islamabad, Pakistan

Assistant IT Administrator | Dec'99 – Mar'21

Halian FZE / Cerner Corporation - Dubai, UAE

Team Lead – Healthcare IT & System Support | March 2021 – Sept 2021

- Spearheaded the PHC onboarding workstream, ensuring 100% adherence to project deadlines while coordinating technical setup for healthcare participants across multiple locations
- Designed and maintained intricate project plans, risk mitigation strategies, and resource schedules, ensuring the successful rollout of Cerner's applications within the healthcare sector
- Acted as the primary liaison between vendors, internal teams, and stakeholders to resolve escalations and achieve milestone compliance within the required timelines
- Led cross-functional teams to address cybersecurity assessments, successfully integrating over 25 facilities into the secure system environment
- Maintained a detailed knowledge base of onboarding documentation, achieving a 95% accuracy rate in compliance reporting to client leadership

Almumayaz LLC (Etisalat Premium Partner) - Dubai, UAE

Senior Technical Manager – Cloud & Digital Services | Nov 2019 – Feb 2021

- Provided pre-sales and post-sales technical support for a portfolio of digital services including cloud computing, M2M solutions, Office 365, and bulk messaging platforms
- Executed tailored client solutions for data center migrations and security services, achieving a 20% reduction in client churn rates through technical excellence and customer satisfaction
- Conducted technical demonstrations for clients, showcasing advanced solutions that contributed to the closing of high-value enterprise deals

Interrove Engineering Services Pvt Ltd - Remote (US Clients)

Healthcare IT & Application Support Project Manager | Jan 2015 – Oct 2019

- Directed the implementation of healthcare IT systems, ensuring compliance with US HIPAA standards and achieving 100% audit success rates
- Analyzed and validated patient information systems, resulting in a 30% improvement in billing accuracy and streamlined operational workflows
- Supervised multidisciplinary project teams to deliver critical solutions in electronic medical records (EMR) integration and patient data management

Saudi Research and Publishing Company - Dubai, UAE

Senior IT System Administrator – Digital Services | Feb 2011 – Dec 2014

- Managed the development and implementation of innovative digital media applications, enabling seamless multi-platform compatibility (iPhone, Android, Blackberry)
- Administration of Exchange, Active Directory, Windows operating systems, including system installation, configuration, troubleshooting and administration.
- Microsoft Teams enterprise-level administration
- Experience managing ITSM tools and tickets with SLA.
- Proficiency in managing Vendor SLA and support tickets.
- Windows server environments, clustering, RDS and File servers
- Microsoft exchange servers and email gateways with mail flow and troubleshooting skills
- Vulnerability assessment and risk mitigation to secure the system managed technology to ensure compliance with industry standards and regulatory requirements.
- Backup and disaster recovery methodologies and tools.
- Develop, write, and demonstrate procedural operations to build continuity in the systems.
- Scripting and automation skills (e.g., PowerShell) for system administration tasks.
- Proficiency in networking protocols, security principles, and infrastructure management.
- Project management methodologies and frameworks
- Virtualization technologies (e.g., VMware) and cloud platforms (Azure)
- Administered editorial tools for journalists and publishers, significantly enhancing digital production times by 40%