

AFSEER KP

IT Team Lead | DevOps & Cloud (Azure / AWS) | Founder & Developer, BizApp365 ERP

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PROFESSIONAL SUMMARY

IT Team Lead with over 15 years of experience in IT infrastructure, systems administration, networking and end-user support, currently leading the IT function at OMNIX International LLC in Dubai. Microsoft Certified DevOps Engineer Expert (AZ-400) and AWS Certified DevOps Engineer - Professional, with hands-on experience building CI/CD pipelines, automating infrastructure and administering Azure and AWS environments. Independently designed and built BizApp365, a multi-tenant cloud ERP platform for small and medium businesses covering accounting, inventory, CRM, HR and VAN sales. Specialises in integrating AI-driven automation into IT service workflows to reduce manual effort and shorten resolution times, and combines hands-on software development with proven strength in leading technical teams, managing vendors and standardising infrastructure across multi-site operations.

CORE COMPETENCIES

IT Team Leadership & Mentoring • DevOps & CI/CD Pipeline Delivery • Cloud Administration (Azure, AWS) • SaaS Product Development • Full-Stack Web Development • AI-Driven Process Automation • ERP Implementation & Support • Incident, Problem & Change Management • Windows Server & Active Directory • Network & Firewall Administration • Virtualisation (VMware, Hyper-V) • Microsoft 365 Administration • Backup, Recovery & Business Continuity • Vendor & Asset Lifecycle Management • IT Projects, Rollouts & Migrations

TECHNICAL SKILLS

Cloud & DevOps: Microsoft Azure, Amazon Web Services (AWS), Azure DevOps, CI/CD pipeline design, Git & version control, Infrastructure as Code (ARM templates, AWS CloudFormation), containers (Docker), release management, monitoring & alerting (Azure Monitor, AWS CloudWatch), identity & access management (Entra ID, AWS IAM)

Software Development: Full-stack web application development, React, Vite, JavaScript, HTML5 and CSS3, responsive UI design, REST API design and integration, multi-tenant SaaS architecture, relational database design, role-based access control, bilingual (English / Arabic) interfaces, Git and version control

Automation & AI: AI-driven automation of IT workflows, Microsoft Power Automate, PowerShell scripting, Bash, automated ticket triage & routing, automated user onboarding/offboarding, scripted reporting, AI assistants and agent-based task automation

Servers & Virtualisation: Windows Server 2012/2016/2019/2022, Active Directory & ADC, DNS, DHCP, Group Policy, File & Print Services, Microsoft Exchange Server, VMware ESXi, Microsoft Hyper-V, QNAP NAS, server hardware & RAID

Networking: LAN / WAN, Cisco routers & switches, routing & switching, VLANs, structured cabling, wireless access points & controllers, VPN & site-to-site connectivity, network printing

Security & Infrastructure: Sophos and Fortinet FortiGate firewalls, endpoint protection, patch management, backup & disaster recovery, IP CCTV & enterprise NVR, biometric and door access control systems, time & attendance systems

End-User & Voice: Windows client OS deployment & imaging, Microsoft 365 and Outlook, desktop/laptop/peripheral support, PABX & IP PBX, IP telephony, enterprise Xerox multifunction devices, GPS vehicle tracking, remote support tools

PROFESSIONAL EXPERIENCE

BIZAPP365 (bizapp365.com) – Own Product - Dubai, United Arab Emirates

Founder & Full-Stack Developer | Ongoing

- Independently designed, built and launched BizApp365, a multi-tenant cloud ERP platform for small and medium businesses, covering accounting, inventory, CRM, HR, VAN sales and silent printing.
- Architected the multi-tenant data model and role-based access control so that multiple client organisations run securely on shared infrastructure with isolated data.
- Developed the full application front to back, building a responsive React and Vite interface with bilingual English and Arabic support for the regional market.
- Built and integrated REST APIs across accounting, stock, sales and payroll modules, including document and invoice generation with direct silent printing for high-volume counter operations.
- Own the complete product lifecycle: cloud hosting and deployment, release management, database administration, performance tuning, security, customer onboarding and ongoing support.

OMNIX INTERNATIONAL LLC – Dubai, United Arab Emirates

IT Team Lead | September 2021 - Present (Promoted from IT Engineer)

- Lead the IT support team, allocating workload, defining SLAs and escalation paths, and mentoring engineers across infrastructure, networking and cloud practices.
- Own daily operation and availability of Windows Server, Active Directory, Microsoft 365 and virtualised VMware and Hyper-V environments across internal and client sites.

- Design and maintain CI/CD pipelines and deployment automation in Azure DevOps, standardising release processes and removing manual deployment steps.
- Administer Azure and AWS resources including virtual machines, storage, networking, identity and access management, backup policies and monitoring and alerting.
- Integrate AI-driven automation into IT service workflows using Power Automate, PowerShell and AI assistants, automating ticket triage, routine service requests, user onboarding and offboarding, and management reporting.
- Act as the final escalation point for complex incidents spanning servers, networks, Sophos and Fortinet firewalls, and end-user computing.
- Plan and deliver infrastructure projects including server and network upgrades, new office IT fit-outs, Microsoft 365 and Azure migrations, and CCTV and access control deployments.
- Manage vendors, procurement, licence renewals and IT asset lifecycle, and author the SOPs and runbooks that improved first-time fix rates across the team.

GULF AND SAFA DAIRIES – Abu Dhabi, United Arab Emirates

IT Engineer | May 2020 - August 2021

- Maintained servers, network and end-user systems for a large-scale dairy production and distribution business, safeguarding availability of business-critical systems.
- Administered Active Directory, DNS, DHCP, file and print services, and Exchange and Outlook client configuration.
- Configured and supported Cisco switches and routers, wireless access points and site-to-site links across plant and office locations.
- Deployed and maintained IP CCTV and enterprise NVR, biometric time-attendance and door access control systems, and managed backups, patching and end-user hardware support.

AL MANARA PRIVATE SCHOOL – Al Shamkha, Abu Dhabi, United Arab Emirates

IT Manager | January 2020 - May 2020

- Managed the school IT function covering servers, network infrastructure, computer labs, classroom technology and user support.
- Enabled the transition to remote learning by rolling out online platforms and secure remote access for staff and students.
- Maintained wireless coverage, network equipment, CCTV and access control across the campus.

SPEED PLUS (IT Solution Provider) – Kasaragod, India

IT Support Engineer | October 2017 - January 2020

- Delivered on-site and remote IT support to a portfolio of SME clients across retail, education and healthcare sectors.
- Installed and configured Windows Server roles, virtual machines, networking equipment, firewalls and QNAP NAS storage.
- Implemented CCTV and NVR, access control, PABX and IP PBX, GPS vehicle tracking and home automation solutions, and delivered preventive maintenance and client training.

STARLINE – Al Rigga, Dubai, United Arab Emirates

IT Support Engineer | June 2014 - August 2016

- Provided first and second line support for desktops, laptops, printers, network connectivity and email issues.
- Assisted with server maintenance, user account administration, structured cabling and IP telephony setup.

VIJAY CISCO SYSTEMS – Bangalore, India

IT Support Engineer | March 2010 - June 2014

- Supported LAN and WAN environments, Cisco routing and switching, and mainframe terminal connectivity.
- Built, imaged and deployed desktops and laptops, and resolved hardware, operating system and application faults.

CERTIFICATIONS

- Microsoft Certified: DevOps Engineer Expert (AZ-400)
- AWS Certified DevOps Engineer - Professional
- MCITP - Microsoft Certified IT Professional
- Microsoft Exchange Server 2007
- Diploma in Computer Hardware and Networking - IIHT, Bangalore (2006)
- Advanced Networking - Government ITI, Kasaragod

EDUCATION

- Bachelor of Commerce (B.Com) - Kannur University, India
- Diploma in Electronics and Communication Engineering (3 Years) - India

LANGUAGES

English | Hindi | Malayalam