

MUHAMMED SHAHIL KP

System Administrator

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Profile

System Administrator and Django Developer with experience in Windows Server, Active Directory, virtualization, networking, and IT infrastructure. Developed an IT Ticketing System and a Budget Tracking System using Django, manage their virtual machine infrastructure, maintain the Nejoud website, administer Meraki Firewall, Google Workspace Admin Console, and Synology NAS, while providing end to end IT support across multiple branches. Microsoft Certified Azure Administrator Associate (AZ 104) with a strong passion for delivering reliable and efficient IT solutions.

Work Experience

System Administrator & Django Developer, 2024 – Present
Nejoud Restaurant Management Company Kuwait

- Developed and maintain an internal IT Ticketing System using Django.
- Designed and developed a Budget Tracking System and managed its virtual machine infrastructure.
- Administer Windows Server, Active Directory, Group Policy, and user account management.
- Implemented a Secondary Domain Controller to improve redundancy and business continuity.
- Manage Meraki Firewall, Google Workspace Admin Console, and Synology NAS administration.
- Maintain and update the Nejoud company website.
- Provide end to end IT support, including hardware, software, networking, printers, CCTV, and server troubleshooting across multiple branches.
- Manage virtualization, system monitoring, backups, and infrastructure maintenance.

Tata Communications 08/2023 – 11/2024
India

- Coordinated with vendors for network infrastructure deployment and maintenance.
- Provided IT and network support across multiple environments.
- Assisted in the deployment of new experimental projects.
- Diagnosed and resolved network connectivity and infrastructure issues.
- Collaborated with internal teams to ensure reliable network operations.

Education

Bachelor of Computer Science (B.SC. Computer Science) 2020 – 2023

Higher Secondary (Plus Two), *Kadambur Higher Secondary School, Edakkad* 2018 – 2020

Technical Skills

- Windows Server Administration
- Virtual Machine (VM) Creation & Management
- System Administration & IT Support
- Ticketing System Management
- Python
- Basic HTML & CSS
- Basic Cybersecurity Knowledge
- Active Directory (User & Group Policy Management)
- Synology NAS Administration
- Network Troubleshooting
- Web Development (Django)
- JavaScript
- Microsoft Azure Administration (AZ-104)

Certifications

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- CCNA Training Certificate (Institutional Certification)
- CCNP Training Certificate (Institutional Certification)
- Django Development Training Certificate (Institutional Certification)

KEY PROJECTS & ACHIEVEMENTS

Key Projects & Achievements

- Developed a complete Budget Tracking System using Django for restaurant operations.
- Designed and managed the virtual machine infrastructure supporting the Budget Tracking System.
- Developed and maintained an internal IT Ticketing System for issue tracking and support management.
- Implemented a Secondary Active Directory Domain Controller to improve redundancy and reliability.
- Managed Active Directory user accounts, Group Policies, and access permissions.
- Administered and maintained Windows Server and Synology NAS environments.
- Provided end-to-end IT support across multiple restaurant branches.
- Troubleshoot hardware, software, networking, and server-related issues.

Languages

English

Malayalam

Tamil

Arabic

Read & Write