Christy Joseph

Infrastructure & Network Engineer

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UAE residence visa · 1 month notice period · LMV driving licence (since 2019)

PROFILE

Infrastructure and network engineer with 6+ years of IT experience in the UAE, currently leading infrastructure projects as Senior IT Engineer at Mindtek Technologies. Configures and runs SonicWall and FortiGate firewalls with IPSec and site-to-site VPNs, Windows Server and Active Directory, Linux KVM virtualization, QNAP and Synology storage, and backups that are proven by restoring them. Administers Microsoft 365 tenants and supports IP telephony, CCTV and access control, from current systems back to legacy 32-bit Windows Server 2003 and XP. Traces faults to their root cause with logs and packet captures, and uses AI coding assistants for scripting and small tools, verifying every result.

EXPERIENCE

Senior IT Engineer Sep 2023 – Present
Mindtek Technologies · Dubai, UAE

- Lead IT infrastructure projects from deployment through long-term reliability.
- Project-manage and maintain an internal event-operations web app (AI-assisted): Google Sheet to Cloudflare Worker and D1, with role-based access, an audit trail and push reminders for event staff.
- Configure and manage SonicWall and FortiGate firewalls with IPSec and site-to-site VPNs.
- Administer Windows Server environments: DNS, Active Directory, Group Policy and the user lifecycle.
- Administer Microsoft 365 tenants (Exchange Online, Entra ID, Defender and the security portal), including post-migration clean-up from Google Workspace with PowerShell.
- Run QNAP and Synology NAS for secure storage, protected with Veeam, Macrium and MiniTool backup and restore; build and manage Linux and Windows VMs on Linux KVM.
- Manage UniFi networks (VLANs, guest and internet access control) and supervise biometric access (Hikvision, ZKTeco), attendance, CCTV, IP public address and analog and IP-PABX telephony (Grandstream, Yeastar, Avaya, 3CX).
- Troubleshoot Windows from legacy 32-bit XP and Server 2003 through to current releases, plus Microsoft Office and IT hardware.
- Diagnose faults to root cause: traced repeated ERP outages to kernel out-of-memory kills, slow backup-volume operations to an unjournaled ext2 file system (since moved to ext4), and one-way audio on a 3CX system to SIP re-invite handling on the GSM trunk.
- Support Odoo ERP hosting, performance tuning and backup alongside configuration and user support.
- Build small automation tools with AI assistance, such as AutoHotkey and PowerShell scripts for bulk invoice exports and a batch tool that backs up and then cleans bloated Excel files.
- Maintain supplier and distributor relationships for dependable procurement; frequently requested by clients for remote support.

IT Support Engineer Jun 2021 – Aug 2023
Smartpoint Communication System LLC · Dubai, UAE

- Delivered L1 and L2 enterprise support to reduce downtime across client sites.
- Installed and configured routers, smart Wi-Fi, printers and end-user hardware.
- Supported firewall, VPN and NAS rollouts across multiple client environments.
- Configured Oracle VirtualBox virtual machines for testing and deployment.
- Assisted with CCTV and biometric access-control installations.

Technical Assistant Jul 2019 – Jun 2021
Al Tawoos Sports LLC · Dubai, UAE

- Supported day-to-day technical and administrative operations.
- Managed product listings on online classifieds such as Dubizzle, and handled cold calls, follow-ups and customer enquiries to support sales and lead generation.

Technical Assistant Jun 2017 – Dec 2017

Parumootil Medicals (Pharmacy) · Edathua, Kerala, India

- Digitised the pharmacy during the GST rollout by configuring third-party inventory and billing software and simplifying everyday tasks for the owner.
- Replaced paper receipts with printed software receipts and stock management, tracking quantities, expiry dates and reorder needs.

PROJECTS

E-commerce platform for a fitness-equipment retailer legionsports.vercel.app

- Took over from the foundation started by CloudForge Digital and merged six services (Next.js, Angular, NestJS, MongoDB, Redis) into one tested codebase with self-hosted CI. Added two-factor admin sign-in with owner and staff roles, a safe spreadsheet import with undo, a tested pricing engine and Docker hosting. In development; built with AI coding agents.

Community hub web app katfwa.com

- React and TypeScript PWA for a gaming community: game-API data, scheduled jobs, Web Push, pre-rendering and CSP on free-tier Vercel and Upstash Redis, 30+ test suites in CI. Built with AI coding agents.

E-commerce catalogue automation fitemirates.com

- Ongoing technical care of a WooCommerce store: supplier import tooling, price and stock rules, a change log with undo steps, and mobile storefront, checkout and SEO improvements. Built with AI assistance.

Personal portfolio christyjoseph.dev

- Static site on Firebase Hosting with GitHub Actions deployment, CSP and security headers. Built with AI assistance.

Time-series stock prediction (academic) 2017

- Hadoop MapReduce pipeline that analyses historical market data to forecast stock trends.

SKILLS

Networking & security	SonicWall, FortiGate, UniFi (VLANs, guest access), IPSec and site-to-site VPN, Wireshark, SNMP, Cisco Packet Tracer, GNS3
Systems	Windows Server (Active Directory, DNS, DHCP, Group Policy), legacy Windows XP and Server 2003, Linux / Ubuntu, Linux KVM, VirtualBox, Hyper-V and VMware (familiar), macOS, PostgreSQL
Storage & backup	QNAP, Synology, Veeam, Macrium, MiniTool
Microsoft 365 & cloud	Exchange Online, Entra ID, Defender, SharePoint, SPF / DKIM / DMARC, AWS, Azure
Telephony & security	3CX, Yeastar, Grandstream, Avaya, Hikvision, ZKTeco, CCTV, IP public address
Scripting & code	PowerShell, Batch, AutoHotkey, C, C++, Java, JavaScript, SQL, HTML; React, Next.js, NestJS and TypeScript (AI-assisted); Docker, MongoDB, Git, GitHub Actions
AI tools & hosting	ChatGPT / Codex, Claude, Gemini (Antigravity), Cursor, Grok, GitHub Copilot; Vercel, Cloudflare, Render, Netlify, Firebase Hosting
Business systems	Odoo ERP, Microsoft Office
Languages	English (fluent), Malayalam (native), Hindi (working proficiency)

TRAINING & CERTIFICATIONS

- Microsoft Office Specialist: Excel 2013 — Certified
- Microsoft Learn badges: machine learning, AI concepts, generative AI and agents — Nov 2025
- Cisco CCNA and CCNP — Training
- Microsoft Certified Solutions Associate (MCSA) — Training
- SharePoint 2013 Core Solutions; SharePoint 2016 Planning & Administration, End User — Training
- Industrial Automation: PLC systems by Bosch — Workshop

EDUCATION

B.E. Computer Science & Engineering 2017

Mangalore Institute of Technology & Engineering (VTU), Karnataka, India

Higher Secondary (CBSE) · Sharjah Indian School, Sharjah, UAE 2012

Primary Education (CBSE) · Emirates National School, Sharjah, UAE 2010