

# ARIF ALI

## END USER COMPUTING SPECIALIST

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[linkedin.com/in/arif-ali-9705b627b](https://linkedin.com/in/arif-ali-9705b627b) · [getcorbiz.com](https://getcorbiz.com) (Portfolio & Projects)

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## SUMMARY

Dedicated End User Computing Specialist with 7+ years of experience providing technical support, managing desktop and mobile environments, and ensuring seamless user experiences across Windows, Microsoft 365, and virtualization platforms. Beyond day-to-day EUC work, independently designs, deploys, and secures full infrastructure stacks in a self-built home-lab environment — including Exchange Server, Active Directory, AWS, WireGuard VPN, and OPNsense firewalls — with hands-on experience solving real-world networking and security problems end to end, not just following documentation.

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## TECHNICAL SKILLS

### Server & Directory Services

Windows Server · Active Directory / DC · Microsoft Exchange Server · SCCM · Microsoft 365 / Intune

### Endpoint & Device Management

MDM / MAM · Imaging & Deployment · Device Provisioning & Lifecycle · Backup & Cloning · Windows 7/10/11, macOS, iOS, Android

### Cloud & Virtualization

AWS EC2 · Proxmox VE · Red Hat Enterprise Linux · VMware · Hyper-V · Citrix Hypervisor · Google Cloud · Server & Cloud Migrations

### Networking & Security

OPNsense Firewall · Cisco Router & AP · WireGuard VPN · Dual-ISP Failover · TCP/IP, DNS, DHCP, LAN/WAN · Conditional Access, MFA, DLP · Microsoft Purview · PKI

### Messaging & Monitoring

Postfix / SMTP Relay · Email Security & Anti-Spam · Zabbix · PRTG Monitoring

### Collaboration & Support Tools

Teams, SharePoint, OneDrive, Exchange Online · Yammer / Viva Engage · Help Desk / ServiceNow · L1-L3 Support, ITIL Practices

### Scripting & Automation

PowerShell (automation, reporting, endpoint management)

### AI & LLM Engineering

Ollama (Local LLMs) · Multi-LLM Provider Architecture · Retrieval-Augmented Generation (RAG) · Semantic Search · Vector Embeddings · pgvector · Long-Term AI Memory · GitHub Copilot

### Software Development

.NET 8 / ASP.NET Core · C# · Entity Framework Core · PostgreSQL · Npgsql · JWT Authentication · ASP.NET Core Identity · xUnit / FluentAssertions · Clean Architecture · Dependency Injection · REST APIs · Git / GitHub · Swagger / OpenAPI

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## FEATURED PROJECTS

*Self-designed and deployed infrastructure projects, fully documented at [getcorbiz.com/projects.html](https://getcorbiz.com/projects.html)*

### Hybrid Mail Relay — Exchange + AWS EC2 + WireGuard + Brevo SMTP

Designed and deployed a hybrid mail relay to bypass ISP-level blocking of outbound TCP/25, routing on-prem Exchange mail through an AWS EC2 Postfix relay over a WireGuard VPN tunnel, with authenticated TLS relay to Brevo SMTP. Diagnosed and resolved Postfix relay-access errors, VPN routing issues, and firewall rules blocking VPN traffic.

**Tech:** Exchange 2019 · AWS EC2 (Ubuntu) · Postfix · WireGuard VPN · OPNsense · Brevo SMTP · TLS/SSL

✓ **ISP TCP/25 block bypassed · verified two-way mail flow · confirmed delivery (250 2.0.0 OK) in mail logs**

### OPNsense Dual-ISP Firewall with WireGuard VPN

Deployed OPNsense with a dual-ISP configuration (public + private IP), automatic failover for high availability, traffic load balancing, and WireGuard VPN for secure remote access, backed by custom firewall rules and NAT configuration.

**Tech:** OPNsense · Dual ISP · Failover · Load Balancing · WireGuard VPN · NAT · Traffic Shaping

✓ **High-availability network · automatic ISP failover · secure VPN access · 14+ days continuous uptime**

### 🛡️ Exchange 2019 Anti-Spam & Phishing Hardening

*Client:* quantumitservices.co.in

Hardened a production Exchange environment against an active phishing campaign impersonating a government tax authority — tuned the Anti-Spam Agent suite, set SCL reject threshold to 7, enforced Sender ID spoofed-domain rejection, added the Spamhaus ZEN blocklist, and built custom transport rules to block malicious senders and quarantine dangerous attachment types.

**Tech:** Exchange Server 2019 · Anti-Spam Agents · Sender ID · Transport Rules · Spamhaus ZEN · SMTP Logging

✓ **Malicious sender domain blocked · dangerous attachments blocked org-wide · real-time IP reputation filtering active**

### ☁️ Google Workspace → Microsoft 365 Migration

*Client:* getcorbiz.com

Migrated 5 mailboxes from Google Workspace to Microsoft 365 with full DNS reconfiguration (CNAME, TXT/SPF, SRV, MX) in Wix DNS for seamless mail routing and autodiscovery.

**Tech:** Microsoft 365 · Exchange Online · Teams · Wix DNS · SPF · SRV · MX Records

✓ **5/5 mailboxes migrated · perfect data consistency · zero errors · zero downtime**

### 💻 Self-Hosted Website & Domain Infrastructure

Built and self-hosted a full portfolio site on personal virtualization infrastructure rather than commercial hosting — a Proxmox VE hypervisor running an RHEL web server VM and a separate Windows Server VM as an Active Directory domain controller, with network segmentation between the Linux and Windows environments.

**Tech:** Proxmox VE · Red Hat Enterprise Linux · Windows Server / AD DC01 · PHP / PHPMailer · SMTP

✓ **Fully self-hosted production site · multi-VM environment · integrated AD domain services · live SMTP contact form**

### ⚙️ QuantumAI — LLM-Powered Application Development

Developing and maintaining QuantumAI, a multi-LLM-provider .NET application with built-in code and project generation, retrieval-augmented generation (RAG), semantic search, and long-term AI memory via vector embeddings. Also responsible for database schema management via EF Core migrations, integration test suite maintenance (xUnit/FluentAssertions), and environment configuration safeguards to keep test and production databases correctly isolated.

**Tech:** .NET 8 / ASP.NET Core · Ollama (Local LLMs) · RAG · pgvector · PostgreSQL 17 · Entity Framework Core · xUnit · Clean Architecture

✓ **For more information, visit [getcorbiz.com](https://getcorbiz.com)**

## CERTIFICATIONS

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- Microsoft 365 Certified: Security Administrator Associate (MS-500)
- Microsoft Certified: Azure Administrator Associate (AZ-104)

## EDUCATION

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MBA | 2012 – 2014

## EXPERIENCE

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### EUC Specialist — Quesscrop, Dubai, UAE

August 2025 – July 28, 2026

- Managed user accounts, groups, and permissions via Active Directory and Azure AD
- Managed on-premise servers and Group Policies; delivered daily end-user support across hardware, OS, and applications for 200 users
- Assisted in device imaging, hardware upgrades, and software troubleshooting
- Provided technical documentation and user training for IT tools and services
- Troubleshot 2nd and 3rd line incidents related to end-user systems, applications, and hardware
- Led VDI deployments using Citrix for remote and hybrid work solutions
- Automated IT processes using PowerShell, reducing manual tasks and increasing efficiency

- Supported deployment and patching of Windows updates and security software
- Managed incidents and service requests using ticketing tools, providing timely SLA-bound resolutions
- Supported rollout of Microsoft 365 apps including Teams, Outlook, SharePoint, and OneDrive
- Handled MDM/MAM for Windows, Android, and iOS across BYOD and company-provided devices using Microsoft Intune
- Implemented security measures such as MFA, DLP, and Conditional Access

#### **EUC Specialist — Inventa Digital Technologies, Dubai, UAE**

*April 2023 – April 2025*

- Managed user accounts, groups, and permissions via Active Directory and Azure AD
- Managed on-premise servers and Group Policies; delivered daily end-user support across hardware, OS, and applications for 200 users
- Assisted in device imaging, hardware upgrades, and software troubleshooting
- Troubleshoot 1st and 2nd line incidents related to end-user systems, applications, and hardware
- Led VDI deployments using Citrix for remote and hybrid work solutions
- Automated IT processes using PowerShell, reducing manual tasks and increasing efficiency
- Supported deployment and patching of Windows updates and security software
- Supported rollout of Microsoft 365 apps including Teams, Outlook, SharePoint, and OneDrive
- Handled MDM/MAM for Windows, Android, and iOS across BYOD and company-provided devices using Microsoft Intune
- Implemented security measures such as MFA, DLP, and Conditional Access
- Collaborated with the IT team to develop and implement virtualization strategies aligned with business goals

#### **EUC Specialist — HCL Technologies, Noida, India**

*Nov 2022 – Jan 2023*

- Led a team of IT professionals responsible for managing and optimizing the company's IT infrastructure, including servers, networks, and storage systems
- Developed and implemented strategic plans to enhance infrastructure performance, availability, and security
- Oversaw daily operations of the end-user computing environment, ensuring efficient and reliable IT services
- Delivered daily end-user support across hardware, OS, and applications for 300 users
- Led and executed IT projects, including upgrades, migrations, and system implementations
- Configured and maintained network infrastructure, including routers, switches, and wireless access points
- Performed RAID configuration on HP and Dell servers
- Managed Active Directory and Group Policy Objects (GPOs), ensuring secure and efficient user access management

#### **M365 Engineer L2 — GigWorker (Remote / Freelance)**

*Nov 2019 – Oct 2021*

- Managed the Microsoft 365 environment for over 200 users
- Handled MDM/MAM for Windows, Android, and iOS across BYOD and company-provided devices using Microsoft Intune
- Planned and deployed M365 (E3/E5) including Exchange Online, OneDrive, SharePoint, and Teams
- Configured and maintained Exchange Online, including mailbox management, policies, and email security
- Implemented security measures such as MFA, DLP, and Conditional Access
- Automated repetitive tasks using PowerShell scripts, improving efficiency and reducing manual errors
- Provided end-user support and training, achieving a 96% user satisfaction rate

#### **EUC Specialist — Avaso Tech Private Limited, Patna, Bihar, India**

*June 2017 – June 2019*

- Provided hands-on network support and server support
- Led a team of IT professionals responsible for managing and optimizing IT infrastructure, including servers, networks, and storage systems
- Configured and maintained network infrastructure, including routers, switches, and wireless access points
- Performed RAID configuration on HP and Dell servers
- Managed Active Directory and Group Policy Objects (GPOs), ensuring secure and efficient user access management
- Managed and maintained a mixed environment of physical and virtual servers
- Deployed and upgraded Windows operating systems across desktops and laptops
- Implemented desktop/laptop imaging and cloning processes, saving time in system deployment

- Implemented CrowdStrike Falcon Endpoint antivirus solutions for servers and end-user devices

**Assistant Manager — Kotak Mahindra Bank, Patna, Bihar, India**

*Oct 2015 – May 2017*

- Supervised day-to-day branch operations, including account opening, KYC, cash management, and compliance
- Ensured adherence to RBI, internal audit, and KYC/AML guidelines
- Handled customer queries related to accounts, loans, cards, deposits, and digital banking
- Resolved complaints and built relationships with existing customers