

Mehdi Nikaeen

Senior Data Center Support Engineer

Dubai, UAE | Australian citizen | mehdi@nikaeen.tech | linkedin.com/in/mehdi-nikaeen | nikaeen.tech

SUMMARY

Support engineer with 10+ years across enterprise IT support, infrastructure operations, systems administration, endpoint management, and data-center environments. Hands-on work covers Microsoft 365, Entra ID, Intune, Active Directory, Windows Server, Azure, VMware, Hyper-V, PowerShell, networking, ITIL, incident management, and endpoint security, with recent experience supporting Oracle Cloud Infrastructure (OCI) production environments.

Diagnoses complex technical issues, restores business-critical services, manages incidents through resolution, supports enterprise users and executives, and works with infrastructure, network, security, vendor, and engineering teams.

CORE TECHNICAL SKILLS

Microsoft & Endpoint. Microsoft 365, Entra ID (Azure AD), Intune, SCCM / Endpoint Manager, Active Directory, Group Policy, Autopilot, Exchange Online, SharePoint Online, OneDrive, Windows 10/11

Infrastructure & Cloud. Windows Server 2012-2022, Microsoft Azure, Azure Virtual Machines, Azure Storage, Azure Backup, VMware, Hyper-V, OCI, high availability, server hardening

Data Center & Hardware. Data center operations, server hardware, hardware diagnostics, break/fix, component replacement, rack systems, network cabling, transceivers, fault isolation, remote management

Networking & Security. TCP/IP, DNS, DHCP, VPN, IPSec, SSL VPN, IAM, MFA, Zero Trust, endpoint security, SentinelOne, network troubleshooting

IT Operations. ITIL v4, incident management, problem management, change management, SLA management, root cause analysis, ServiceNow, Jira, Zendesk, asset management

Automation. PowerShell, Bash, Python fundamentals, SQL

EXPERIENCE

Senior Data Center Support Engineer

Feb 2026 - Oct 2026

Oracle | Dubai, UAE

OCI, data center infrastructure, hardware diagnostics, Linux, server and rack systems, network cabling, ticketing, incident and change management, ITIL, remote management

- Provide hands-on technical support across Oracle Cloud Infrastructure data center environments, supporting business-critical systems and high service availability.
- Investigate, diagnose, and resolve hardware, connectivity, and infrastructure incidents, with structured troubleshooting and root-cause analysis to restore services within operational SLAs.
- Perform server diagnostics, component replacement, hardware reseating, fault isolation, and break/fix work across production infrastructure.
- Troubleshoot physical network connectivity, including cabling, transceivers, ports, and rack-level connections, and coordinate remediation with network and infrastructure teams.
- Own technical incidents and service requests from first investigation through resolution, escalating complex issues to engineering and specialist teams.
- Support high-availability cloud infrastructure in a 24/7 operational environment, prioritising incidents by business impact and service criticality.
- Take part in on-call and after-hours support so production incidents get a rapid response.

IT Support Engineer

Feb 2023 - Feb 2026

EML | Sydney, Australia

SCCM, Entra ID, Intune, ManageEngine, Active Directory, SentinelOne, Office 365, ITIL v4, Zscaler, Salesforce

- Lead level 1 and 2 IT support, managing incident resolution and service-request fulfilment for a diverse user base.
- Administer Azure AD, Intune, and SCCM for endpoint security, policy enforcement, and software deployment.
- Work with SentinelOne and ManageEngine to keep the environment secure, detect threats, and deploy applications.
- Analyse and escalate major incidents, address root causes, and improve problem-management workflows.
- Improve the internal knowledge base, mentor users, and contribute to IT practice.
- Coordinate with vendors and internal teams on complex issues, including executive support and regional or interstate site visits.

IT Support & Infrastructure Engineer

Nov 2019 - Jan 2023

APCD - HP | Sydney, Australia

Windows Server, Active Directory / Group Policy, Office 365, Azure AD, endpoint security, networking, VMware / Hyper-V, hardware repair

- Oversaw daily IT operations, including systems administration, network security, and hardware and software management.
- Managed implementation, upgrades, and integration of systems in line with IT policy.
- Wrote and maintained procedures for security, operational efficiency, and compliance.
- Led troubleshooting for critical incidents, monitored performance, and put measures in place to prevent vulnerabilities.
- Worked with management, vendors, and technology partners on service delivery, cost, asset inventories, operational reports, and infrastructure budget planning.

Technical Support & Customer Service

Mar 2019 - Oct 2019

Wholesale ID Australia | Australia

Ticketing, asset and inventory management, PHP and MySQL

- Supported customers by ticket, in person, by phone, remotely, and by email, including PVC card-printer repair.
- Installed card-printing solutions on site, trained customers, and supported preventative maintenance agreements.

Field Service Technician

Sep 2017 - Mar 2019

Lenovo | Sydney

- Handled laptop and desktop hardware and software issues, including installation, configuration, parts ordering, and spare-parts inventory.
- Updated nationwide technician knowledge-base material, assembled and tested parts, and wrote testing and assembly procedures.

Field Service Technician, Onsite

Dec 2016 - Sep 2017

Fuji Xerox | Sydney

- Installed parts on Fuji Xerox printers, completed quality checks, and carried out customer work on site.

Service Technician

Nov 2015 - Dec 2016

Fujitsu | Sydney

- Installed and configured hardware, operating systems, and applications, coordinated service requests, and kept software and hardware inventories.

EDUCATION

Bachelor of Information Technology

Federation University Australia | Sydney | 2015

Diploma in Networking

TAFE NSW | Sydney | 2013

CERTIFICATIONS

ITIL 4 Foundation

Microsoft Certified: Azure Fundamentals (AZ-900)

Microsoft Azure Administrator Associate (AZ-104) - in progress

AWS AI Practitioner - in progress

Certificate IV in Help Desk, TAFE NSW

Diploma in Information Systems Management, APTECH