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## Objective

Certified Onsite Support engineer with a dual degree in IT/Network Science and years of experience in specialized IT services. Seeking to leverage my technical and professional expertise to further grow in new IT role.

<b>Company</b>	<b>Scrabble Studio - Remote</b>
<b>Designation</b>	<b>Cloud Support Engineer</b>
<b>Duration</b>	<b>June 2020 – Present</b>

Successfully completed hosting and migration projects with 99.9% client satisfaction rate, have worked on number of projects as detailed below.

## Projects Involvement

- AWS Managed Active Directory or simple AD with clients on EC2
- EC2 Managed Active Directory with clients on EC2
- Amazon Workspaces with AWS Managed AD or simple AD
- Active Directory and clients on Amazon Light Sail (VPS)
- Active Directory Hybrid Solution
- Client to Site VPN Connection
- Site to Site VPN Connection
- Storage Gateway setup for data migration
- FSX /EFS file system for drive Sharing
- Servers Migration virtual or physical using AWS application Migration Service
- On premises database Migration to RDS / Aurora
- Integrate with Amazon SES or Microsoft office365
- Migrate Virtual Machines to AWS

## Website Hosting, Domain Setup Solutions

- Static / React / Angular website hosting using S3 with Cloud front, SSL.
- WordPress website hosting using EC2 with Load balancer, Auto scaling and Cloud front.
- WordPress website hosting using LightSail (VPS), cloud front, SSL, and custom domain setup.
- Host application on beanstalk
- SSL setup using ACM or third party
- Custom Domain setup using Route53 or third party.
- WordPress Migration from cpanel to AWS includes database RDS
- Experience with Linux and Windows

## On premises Server Administration / Support

- On premises Active Directory
- Cloud mailbox management using office365
- File and Print Server Administration
- SCCM for windows update and Software installation.

**Company** MundiPharma Australia  
**Designation** Infrastructure and Technical Support Engineer  
**Duration** November 2018 – April 2020

### **Server Administration / Support**

- User account setup and Management using active directory
- On premises Mailbox account setup using exchange 2010
- Online mailbox management using office365
- Windows 10 Imaging using SCCM and Intune server
- File and Print Server Administration
- SCCM Administration for installing software to client machines
- Liaise with Vendors and Global team for troubleshooting
- Vmware vcenter Administration
- Visit to Global Switch Data Center in case of troubleshooting.
- Managing Office Security System that includes issuing swipe cards and Lockers

### **Projects Involvement**

- Reduction of VMs and moving to Cloud
- Plan to move In house applications to Cloud
- Plan to move Partial File Server to Cloud/ one drive
- Microsoft Intune- Completed
- Office365 Migration - Completed
- MundiPharma network and internet upgrade – Completed

**Company** Becton Dickinson Australia  
**Designation** Infrastructure and Technical Support Engineer  
**Duration** April 2016 – June 2018

Responsible for supporting over 400 users all over Australia and New Zealand that includes multiple (remote) locations.

### **Client/ Customer Service Support**

- Microsoft Office and Operating System Issues
- Outlook and email Issues
- iPhone/ iPad support
- Remote Desktop support
- Network and DNS Troubleshooting
- Software Installation using SCCM
- Computer Hardware Repairing Problems
- Network Printer installation and Troubleshooting
- Backing up client machines
- Preparing temporary loaner laptop and iPhone in case of break fix.
- Customer Service support face to face and over the phone.
- Remote support over 100 users all over ANZ
- Creating tickets using service now ticketing system.
- Preparing laptop, iPhone, iPad for new hire or existing user.
- Liaise with warehouse to send devices to remote users.
- Induction of new hire.

## **Projects Involvement**

Involve in many mini and major projects that includes

- Office Move Project - relocation of office and network devices, cisco 3800x2, netapp storage and dell poweredgex2
- Upgrade of networks, end of life products or faulty products.
- Migration of on premises office to office365
- Upgrade from Net screen to Palo Alto Devices at Perth Site.
- Domain Migration from CareFusion to BDx

**Company** Total IT Consult Australia  
**Designation** Onsite Support Engineer  
**Duration** November 2015 – March 2016

Successfully Completed Bombardier Transport Migration Project at five different sites i.e. Adelaide, Melbourne Dandenong and City, Perth Claisebrook and Nowergup.

- Site setup using 24 port layer 2 switch, VoIP phone, 32TB network attached storage, more than 100 Usb's for Asset tagging, Image deployment, and setting a private network for our work environment.
- Upgrade over 400 windows XP machines to windows 7
- Configuring and Setting 8 bay 32 TB Synology Network Attached storage NAS
- Upgrading Bios and Asset Tagging using cctk utility
- Backup and restoring data for each user over NAS drive
- Transform each user from old domain to new domain
- Configured email migration from Lotus notes to office365

**Company** Super Asia Muhammad Din Sons Ltd. Pakistan  
**Designation** System Administrator  
**Duration** July 2014 – October 2015

## **Server 2008/2012 Configuration**

- Network boot imaging using windows deployment services
- Update client machines using windows Server update services
- Using DHCP server for dynamic IP addressing to both client machines and Access points
- Setting up IIS web server for intranet environment
- Installing and configuring exchange server with outlook express

## **Updating and Migration**

- Migrate Windows server 2003/2008 to Windows server 2012
- Upgrade Windows server 2003/2008 to Windows server 2012
- Upgrade Windows XP clients to Windows 7/8
- Deploy Microsoft updates on client machines using WSUS

## **Active Directory Domain Services**

- Following procedure to extend expired user accounts
- Creating new accounts, unlocking and resetting when required

- Creating and maintaining network shares on authorized file servers.
- Quota Management for File Shares using NTP Software.
- Assigning permissions to domain local groups on authorized file servers, and structuring permissions using the AGDLP model, across domains.
- Setting up policies & restriction using group policy
- Creating Global and Domain local groups when required.
- Following procedures to grant access to more than 50 different applications using SCCM

**Company** Super Asia Muhammad Din Sons Ltd. Pakistan  
**Designation** Remote Support Engineer  
**Duration** April 2013 – April 2014

- Maintaining domain, hosting and SSL for web services
- Developed website solutions to meet company's business requirement.
- Researching and Analysing on different hosting control panels – cPanel/WHM, Hepsia, Plesk, and Enkompass.
- Resolve issues related to DNS, Apache, IIS, MySQL, and PostgreSQL in case of server failure.
- Installing and configuring virtual private network and security related updates for private traffic when required.
- Site transfer and SQL database migration from one hosting to another in case of troubleshooting.
- Online Help desk support & Trouble shooting issues resolved via team viewer.
- Administrating company's Linux servers via webmin.
- Providing consistently high quality Server Support remotely to our local network team.

### Education

2012 **Master of Science in Network System**  
 Swinburne University of Technology

2011 **Master of Information Technology Studies**  
 The Australian National University

### Vendor Certifications

- AWS Certified Solution Architect Associate SAA-C02
- Cisco Certified Network Professional (CCNP Routing & Switching)
- Cisco Certified Network Associate (CCNA Routing & Switching)
- Microsoft Certified Professional (MCP Microsoft Server 2012 R2)
- Certified Technologist  
 Australian Computer Society  
 Reference. 948173

### Member

- Australian National University Alumni
- Swinburne University of Technology Alumni