AHZID MAHMOOD

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SUMMARY

Motivated IT Support & Cloud Enthusiast with Microsoft certifications (AZ-900 and AZ-104 in progress), experienced in Azure Virtual Machines, Microsoft Entra ID, and Microsoft 365 administration. Adept at troubleshooting, RBAC configuration, and governance best practices to ensure secure and compliant environments. Known for delivering efficient support, improving system reliability, and bridging technical solutions with business objectives and user experience. One of my recent projects, **Cloud Resume Remix Azure Static Web Apps, showcases CI/CD automation, Azure CDN troubleshooting, and custom domain configuration within a production-style Azure environment.**

CORE SKILLS

- **Azure Administration & Networking:** Resource groups, virtual machines (Windows/Linux), storage accounts, virtual networks and subnets, network security groups, routing, DNS, DHCP, VPN, Azure Bastion, and load balancers (basic).
- **Identity, Security & Governance:** Entra ID / Azure AD, user and group management, RBAC, Conditional Access, MFA, tagging, Azure Policy, cost analysis, budgets, and firewalls.
- **Monitoring, Automation & Support:** Azure Monitor, Log Analytics, alerts, PowerShell, Azure CLI, JSON, Bash (basic), ticket triage, documentation, and first-time fix.
- **Business & Soft Skills:** Business awareness, customer-focused communication, teamwork, analytical thinking, problem-solving, time management, stakeholder support, adaptability, and understanding how IT enables business goals.

CERTIFICATIONS

Microsoft: Azure Administrator Associate (AZ-104)	In Progress - Target 2025
Microsoft: Certified: Azure Fundamentals (AZ-900)	Dec 2023 - Dec 2026

Technical Training & Courses

Udemy: Microsoft 365 Fundamentals (MS-900)	Oct 2025
Udemy: CompTIA A+ and CompTIA Network+ (Refresher Training)	Nov 2024
Cloud Guru: Overview of Linux & Bash	Dec 2024
Coursera: Google IT Support Fundamentals	Jul 2020 - Jul 2026
City & Guilds: Support, Install, Configure Equipment & Operating Systems	2007

PROFESSIONAL EDUCATION

University of Essex: BA (Hons) Business Studies	2012 - 2014
South Essex College: Access to Higher Education Business Studies	2010 - 2011

HANDS-ON EXPERIENCE

- Implemented Azure Key Vault and virtual machine managed identities for all scripts, so no passwords are stored in code and credential rotation is simpler.
- Set inbound traffic to deny by default, defined clear rules with application and network security groups, and used Azure Bastion for administration, resulting in no exposed remote access ports.
- Secured storage with private endpoints, applied lifecycle rules to cool and archive tiers, and used scoped shared access, delivering cheaper long-term storage with controlled access.
- Enforced guardrails with Azure Policy, including allowed locations, pricing tiers, and mandatory naming and tag standards, which blocks off-policy deployments by default.
- Configured Azure Backup for virtual machines and performed a test restore to a sandbox, verifying the recovery path and documenting recovery targets.
- Ran update management on a maintenance window to assess and patch virtual machines, maintaining a consistent patch level with a clear change log.
- Centralised diagnostics and logs, enabled diagnostic settings, and tuned action groups, which improved detection speed and reduced false alerts.

WORK EXPERIENCE

Customer Assistant-Tesco Plc (Part-time)
Feb 2024 – Present | Leigh-on-Sea, Essex
- Delivered accurate service at checkouts and self-service tills, resolving 95% of enquiries on first contact.
- Reduced customer wait times by troubleshooting till issues during peak hours.
- Collaborated with colleagues to achieve daily store targets in a high-pressure environment.

Recruitment Consultant & IT Support-OCL Group (Full-time)
Apr 2020 – Feb 2024 | Benfleet, Essex
- Managed candidate compliance and certifications via Rail Sentinel and Office Manager systems, scheduling safety exams and maintaining accurate records.
- Maintained SharePoint database for 300+ candidates, ensuring compliance for RISQ audits.
- Improved department efficiency by maintaining and restructuring SharePoint libraries for better organisation and access control.

Technical Support-Belfair PC Care (Part-time)
Dec 2022 – Dec 2023 | Leigh-on-Sea, Essex
- Repaired hardware and software issues for home and small business clients, both onsite and remotely.
- Built and upgraded PCs, installed operating systems, and configured networks.
- Provided client training, improving IT confidence and reducing repeat issues.

Technical Sales-Vibro Plant GroundForce (Full-time)
May 2019 – Apr 2020 | London
- Consulted with clients to assess technical requirements and deliver tailored solutions.

PROJECTS 2023-PRESENT

Cloud Resume Remix - Azure Static Web Apps
- Deployed a personal resume site using Azure Static Web Apps with custom domain routing, HTTPS, and CI/CD automation via GitHub Actions. Resolved Azure CDN caching issues through cache-busting strategies and response headers, demonstrating strong troubleshooting and deployment skills.

Identity & Access Management Lab
- Built a test environment in Microsoft Entra ID (Azure AD) to create users, groups, and assign RBAC roles. Applied and tested conditional access policies to simulate real-world identity and security scenarios.

Azure Governance & Compliance Lab
- Configured resource tagging and policy assignments across multiple resource groups to mirror enterprise governance practices. Ensured resources were compliant with naming conventions and cost management policies.

Infrastructure & Virtual Machines Lab
- Deployed and managed Azure Virtual Machines, testing provisioning, resizing, and shutdown policies. Troubleshot common issues such as VM connectivity failures and monitored system performance with alerts.

Microsoft 365 Collaboration Lab
- Configured Teams, SharePoint Online, and OneDrive for user collaboration. Set permissions, tested access levels, and ensured data security and version control in shared environments.

ADDITIONAL INFORMATION

- **Full UK driving licence** and **own vehicle.**
- Based in Leigh-on-Sea (SS9); **fully flexible** to **commute up to one hour** across **South Essex, East London**, and surrounding regions.
- Open to **on-site**, **hybrid**, and **remote** working arrangements.
- **Full right to work in the United Kingdom.**