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 please visit www.ahzidcloudresume.com**

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 .

- **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 AZURE EXPERIENCE

- Secured credentials by implementing Azure Key Vault and VM managed identities, eliminating plaintext passwords in scripts and simplifying credential rotation.
- Hardened network access by enforcing a default-deny inbound policy, configuring NSGs, ASGs, and Azure Bastion for remote administration resulting in zero exposed RDP/SSH ports.
- Optimised storage costs by applying lifecycle management to move data to cool and archive tiers, using private endpoints and scoped SAS tokens to ensure controlled and auditable access.
- Strengthened governance through Azure Policy guardrails (allowed locations, naming, tagging, and pricing tiers), automatically blocking off-policy resource deployments.
- Protected workloads via Azure Backup for VMs, performing sandbox test restores to validate disaster recovery readiness and document RTO/RPO metrics.
- Maintained system health by scheduling Update Management windows to patch virtual machines, ensuring consistent compliance and transparent change logging.
- Enhanced monitoring & incident response by centralising diagnostics, enabling diagnostic settings, and fine-tuning action groups improving alert accuracy and reducing false positives.

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.

PROJECTS

Cloud Resume Remix - Azure Static Web Apps
- Deployed a live personal resume site using Azure Static Web Apps, configured with custom domain routing, HTTPS, and CI/CD automation via GitHub Actions. Implemented Service Principal authentication for secure deployment and resolved Azure CDN caching issues using cache-busting strategies and response headers to ensure real-time content delivery. Integrated logging, version control, and documented full troubleshooting steps to mirror a production workflow.
- Visit: www.ahzidcloudresume.com

Identity & Access Management Lab
- Built a controlled environment in Microsoft Entra ID (Azure AD) to create and manage users, groups, and role-based access (RBAC). Applied and validated Conditional Access and Multi-Factor Authentication (MFA) policies to simulate enterprise identity protection. Tested sign-in logs, security defaults, and privileged identity management concepts for administrative control and auditing.

Azure Governance & Compliance Lab
- Configured naming conventions, resource tagging, and Azure Policy assignments across multiple resource groups to enforce organisational standards. Applied allowed locations, pricing tier restrictions, and mandatory tag rules for cost visibility and compliance. Validated governance outcomes through Policy Insights and Cost Management reports.

Infrastructure & Virtual Machines Lab
- Deployed and managed Azure Virtual Machines (Windows and Linux) within multiple subnets. Configured Network Security Groups (NSGs), diagnostic logging, and boot diagnostics for visibility. Performed resizing, snapshots, and backup restores to test resilience. Enabled Update Management and Azure Monitor alerts to track system health and performance metrics.

Microsoft 365 Collaboration Lab
- Configured Teams, SharePoint Online, and OneDrive for Business to enable secure collaboration. Set and tested permissions, version control, and file sharing restrictions. Integrated Exchange Online policies and demonstrated cross-platform access management between Microsoft 365 and Entra ID identities.

ADDITIONAL INFORMATION
- Full UK driving licence and own vehicle.
- Flexible for hybrid or remote roles nationwide.
- Eligible to work in the UK.