Umme Salma Naqvi

Azure Cloud Administrator
Office365 Technician

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PROFILE

Self-motivated, dedicated, technical experienced, creative, and goal-oriented professional, committed to pursue a long-term career in cloud computing administration, Office 365 Technician tier **I,** Network technician tier **I,** Technical support windows desktop, and IT information technologies in corporate, private and government sectors, full time permanent, contract to hire experienced or entry level. Offering over 17 Years of successful track record, demonstrating excellent project life cycle from inception to completion tasks and work, technical computer proficiency and ability to follow through with new projects from inception to completion, independently as well as a team under the supervision of direct Project Manager and Director.

An accomplished Cloud & virtualization technology including onprem and Cloud / System Engineer with highly developed technical and customer skills with experience of over 15 years in IT industry and digital communication which include design, implementation, pre and post consultancy, support, training and managing enterprise, government IT and creative projects, in customer facing environment. A self-motivated individual with a diverse portfolio of technical skills, resilience, ability to quickly adapt in new environment, acquire new skills and communicate at all organizational levels.

TECHNICAL ACHIEVEMENTS

I started my career as a visual creative designer and hardware technician. Over period, I learned technology and progressed in my profession and worked under many hats as creative design consultant, Technical and creative curriculum adviser HR, senior technical networking head customer relation care specialist, government stakeholders technical TDS and mentor. During the course I passed several certifications of **Microsoft, Oracle (RDBMS), Adobe, WordPress CMS, Linux** to gain knowledge and to benefit my career. Now, I can work at most of the levels whether it is a leading or part of a team role. I have strong installation and configuration experience of windows server TCP/IP, windows client workstations onprem, and network devices whether it is GUI or text based. My history demonstrates string of successes and achievements, which have been delivered through creative designing and technical solutions to solve advanced enterprise level problems and issues to deliver business benefits.

TECHNICAL EXPERTISE

PROFESSIONAL EXPERIENCE PROJECTS & JOB ROLES

Kaiser Permanente Call Centre, Atlanta, Georgia   **(June 2019 - May 2021)**
Technical Support Team Office 365 Technician
- **Push Office 365 on to windows clients, and mobile IOs and Android devices iPhone, iPad, and Samsung, through Microsoft Intune, MDM**
- **Hands on experience Office 365 applications and Azure Active Directory, Hands on experience of Single Sign On (SSO) and knowledge Window Server 2012/2016/2019**
- **troubleshooting, providing support of Windows desktop and Office 365 productivity applications users of Microsoft Windows 10, Microsoft Office 365 suite, OneDrive, Teams, Planner, Stream, Power Automate**
- **Troubleshoot and diagnose escalated problems by evaluating multiple options using checklists and guides, Implementing, and managing Active Directory objects such as users, devices, security groups,**
- **distribution groups, Configuring and Assigning Multi Factor Authorization MFA for windows devices, joined and connect, BYOD and group member users, Email and Office 365 applications support for mobile devices such as iPads, iPhone, and Samsung, Respond and collaborate to IT support requests from users as related Office 365 cloud and desktop applications, Coordinate and troubleshooting with**

vendors on issue resolution and updating documentation, **Creating, adding, deleting and managing Active Directory objects such as users, computers, security groups, distribution groups, tenants**
- **Checking and providing Microsoft Service License Agreement SLA Office 365 apps for groups and tenants Certificate authorization,** Create end user documentation and troubleshooting guides for common issues or scenarios, **configure, troubleshoot, deploy and patch Office 365, using System Centre Configuration Manager (SSCM)**

Working the assigned tasks closely with follow ups the day to day instructions under the supervision of Manager to communicate at all levels, for internal and external windows clients and office 365 to provide technical solutions to KPMedical staff and Medical support teams during pre- / post-project activities and system implementations.

US International Travels & Digital Communications, Dallas, TX   (Aug 2014 - Dec 2018)
Technical Lead & Creative SEO Consultant
Corporate Head & Associated Partners Project Lists:
usintltravel   ViralMD   amplus Agency   https://Fiberculture.co   Studio441

On Site Project Travel Agency website design and development & SEO (Search Engine Optimization), providing technical support, training in digital, technical and Microsoft Office Suite and Office 365, Wi-Fi, Windows 8 & 10 Desktop, Intranet, and internet users/clients connection troubleshooting, setting up accounts, update technical documents, office & network inventory, workstations / device updates. Gathering all technical & users' data and gather in excel and PDF format. Software & Hardware update, installing and troubleshooting network components. Implement and design website solution and SEO terminology and technologies. Site Maintenance Client Training and Documentations.

MEDICAL SABBATICAL / RELOCATION   (Mar 2014 - Jun 2014)
City of New York, Department of Administrative Services, New York, NY   (Sep 2012 - Feb 2014)
City Record Online (CROL)
Work closely with DCAS IT and DCAS City Record Office under the City of NY Mayor Program on the development of an automation process for daily, Internet publication of City Record as Adobe InDesign Expert, providing technical software solution transitioning backend XML files to frontend Acrobat PDF files. Work on the design and development of InDesign, Template to be used for PDF file generation of daily publication of the city records. Work on the design and development of InDesign Template to be used for PDF file generation of all supplements of City Records. Used Adobe InDesign, XML, and HTML editor, educate and provide training documentation and technical references for non-technical Microsoft Office and Microsoft Word, windows desktop users and stakeholders. Providing and presenting Technical InDesign solution Demos to internal users and stakeholders.

Macy's Long Island, NY: (Jun 2006 - Aug 2012)
Customer Care Relationship Specialist /Admin & Cosmetics
Providing customer care, troubleshooting credit applications, maintain and train peers in credit application accounts generation, Admin support, maintaining inventory, general customer care, consultation cosmetic skin care customer relations, ring customers, cash handling and follow the instruction GSM as per the assigned tasks**.**

APTECH, San Francisco, CA, NJ, USA   (Mar 2000 - Dec 2005)
Technical Support Hardware/Software & Graphics, Print / Web, Creative Project Manager
Configuring, Installing, troubleshooting, maintain, implementing Windows workstations, storage, windows applications print and graphics and creative design solution in creative department, HR curriculum guidelines, educate peers, and team. Update systems and workstations, onboarding corporates, mentoring Adobe digital and print graphics. Advertising and business campaign Visual designing materials-brochures, flyers, logos, and business cards. Used Adobe Suite including Adobe in design, Macromedia Suite like Flash, Dreamweaver, Fireworks, Quark Xpress, HTML 4.0, Microsoft Suite, Desktop Publisher, Handled HTML Coding, Websites editing, Implement Design Mock-ups.

HR, APTECH, Arena Multimedia, NJ, USA   (July 1999 - Feb 2000)
Training Executive, Manager & Mentor
Teaching & Managing training processes, courses, and visuals for the company, including marketing briefing for the corporate sectors as well as seminars and publishing campaigns events. Mentoring staff and updating technical documentations and curriculums. HR curriculum guidelines, educate peers, and team. Update systems and workstations, onboarding corporates, mentoring Adobe digital and print graphics.

AREAS OF EXPERTISE & KNOWLEDGE

▪ Analytical Problem Solving	▪ Project Infographics	▪ Emerging Technologies
▪ Customer Relations	▪ IT Audit	▪ Google Android
▪ Detail Oriented	▪ IT Outsourcing	▪ Technology Refresh
▪ Documentation	▪ Staff Training	▪ TCP/IP Networking
▪ Azure Systems Admin	▪ Multitasking	▪ Window Servers

- Ability to work well under pressure and in multi-tasking environments.

ACADEMIC, TECHNICAL & PROFESSIONAL CERTIFICATIONS

Azure Cloud Administrator **(June 02, 2021)**
Microsoft Pearson Vue University
MCSE, MCP, A+ Microsoft Certified **(Jan1999,2002, 2010)**
Sylvan Learnings, Certified Microsoft Partners School of Computer Technology CA, USA
Digital Communication & Adobe Suite Certifications **(Apr 2000 - Oct 2001)**
Graduation in Computer Graphics & Fine Arts **(1996)**
Karachi University (School of Arts and Technology)
Sylvan Learnings, Certified Microsoft Partners School of Computer Technology CA, USA
Oracle RDBMS **(1993)**
Karachi, Pakistan
Diploma in Computer Science, Petroman **(1992)**
Karachi, Pakistan
BS Bachelor of Sciences in Bio Medical **(1988)**
University of Karachi, Pakistan

- Pursuing my career on AZ-500: Microsoft Azure Security Technologies, AZ-303: Microsoft Azure Solution Architect Technologies

CLOUD PLATFORMS – CYBER SECURITY - APPLICATIONS & TECHNOLOGIES

Azure Cloud Certification & Hybrid Cloud Knowledge:
Microsoft Azure Cloud Administrator, (AWS) Amazon Web Services, Google Cloud Platform
Working Knowledge on Security Tools:
Microsoft Azure Cloud Security Tools
Operating Systems:
Windows 2000 - 2019 Server Enterprise Edition, Windows 2000 Server Enterprise Edition, Windows Vista, Windows XP, Windows Me, Windows 7, Windows 10 Enterprise with PE. Wingate server 3.0, 3.5, 4.0,Windows NT Server 4.0 Windows NT Server 3.51
Windows Applications:
Exchange Server 2003, MS-Office 2000 – Office 365
Technologies :

✓ **Operating Systems**	Windows Servers NT 3.x – Server 2008 / Clients Windows 3.x – Windows 7, Windows 10 Sun Solaris, Apple iOS, Google Android
✓ **Infrastructure Services**	Microsoft Azure, Active Directory, DNS, WINS, DHCP, Exchange, SMS/SCCM, Virtualization, Server Clustering
✓ **Storage**	VHD, HDD, SSD, iSCSI, RAID, SAN, NAS,
✓ **Languages**	HTML, HTML5, CCS3, PHP, XML
✓ **Tools**	Microsoft Intune (MDM), Azure VMs, Azure Storage, Azure Active Domain Services, Power Shell & Net Backup, Azure backups, MS Visio, Office 365, MS Office, MS Project, MS Excel, Oracle RDBMS, Apache HTTP Server

Hardware (Servers & Storage):
Servers: Windows NT, IIS, Apache HTTP Server
Storage : VHD, HDD, SSD, iSCSI, RAID, SAN, NAS
Network Configuration :
Azure Site-Site connectivity, Azure vNet, Azure Virtual Gateways, Windows Domain Controller, Firewall, MS- VPN, Network), DHCP, DNS
Interest:
I enjoy and love to advance my career and learning new computer technologies, cooking, reading. On weekends I spend time with my family and friends.
US Citizen: References and Documentation Available upon Request.
Appreciate your consideration.