

Muhammad Salman Shah

Infrastructure/Network Administrator

LinkedIn: <https://www.linkedin.com/in/msalmanshah22/>

My Current Location: Hawthorne, CA 90250

salmanjob22@gmail.com

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SUMMARY

Seasoned IT Professional, Bachelor's degree in Computer Science, IoT first level engineer, and over 10 years' experience providing network, desktop, helpdesk, and cloud support to large global networks and multi-user Windows, Linux, and UNIX environments. Skilled at providing exceptional troubleshooting support via phone, remote tools and client-side and documenting resolution in ticketing programs. Responsible for configuring and managing network, database, and Microsoft servers and facilitating installations and configurations of new software and software updates. Proficient in crisis management, secure backup management, security policy administration and software and application package distribution and installation. Experience troubleshooting and configuring peripherals, maintaining hard drives and assembling laptops and desktops

PROFESSIONAL SKILLS**Domain / Infrastructure Services**

- Microsoft Windows XP, 7, 8, 8.1, 10
- Linux Servers
- Microsoft Windows Server 2003, 2003 R2, 2008, 2008 R2 & 2012, 2012 R2, 2016, 2019 Domain Services.
- Active Directory, Domain, DNS & DHCP Services Administration (2003 / 2008 / 2012 / 2016 / 2019)
- VPN / OpenVPN/ CiscoVPN/ Any Connect
- FTP / SFTP / FTPS
- One & Own Cloud (File Sharing Solution)
- Zabbix Network Server Monitoring Tool

Security Services

- Microsoft Security Essentials/ kaspersky endpoint security / McAfee security /
- Avast / Comodo / Symantec / Trend Micro /BitDefender Cloud / Antivirus Server
- Managing and Monitoring Backups & Disaster Recovery Plans and with Windows & CA Backup Software.

Gateway Services

- Microsoft ISA Server 2004 / 2006 Server.
- Zentyal SBS Linux Gateway Server
- pfSense Linux Firewall Server
- ClearOS Linux Gateway Server
- Windows and Linux Base Gateway Server

Deployment Services

- Microsoft Development Toolkit
- Microsoft System Center Configuration Manager
- Norton Ghost Image Service.
- Acronis True Image
- Herion Boot
- GFI web monitor software for block unofficial web site/services for virus security

Messaging Administration**E-Mail and Mobile Services**

- Exchange (2003 / 2007 / 2010 / Office365)
- Office 365 Administration (Microsoft Certified)
- MDAemon Mail Server
- Administration of IBM Lotus Notes Domino Server 6.5.x for Lotus Notes Client.
- Blackberry Enterprise Server 4.x with Domino / Exchange 2003

Virtualization Manager

VMware Workstation, VMPlayer, VMware Horizon, Hyper-V, Oracle VM VirtualBox, Citrix

- Microsoft Hyper-V Server (Installation, Configuration, Backup & Administration)
- VMware Workstation, Horizon, ESXi Server, vCenter, vSphere (Installation, Configuration, Backup & Administration)

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- Oracle VM VirtualBox 4.x (Installation, Configuration, Backup & Administration)
 - Citrix Server, XenApp/XenDesktop, XenCenter, (Installation, Configuration, Backup & Administration)

Cloud

- Office 365 Administration
- AWS Administration
- Azure Administration
- Google Cloud
- JIRA Administrator
- Website & Website DNS record Manage Administrator
- OneDrive for business Administrator
- SharePoint Administrator
- WebEx Administration
- Bitdefender Antivirus Cloud Administrator

Firewall, Routing & Switching

- Cisco 515e / 5505 / 5506 / 5510 Firewall Administrator
- Windows Firewall
- Cisco 2900 / 3500 Series Switches 1st Level Configuration.
- Cisco IP Phones Administration
- Palo Alto/ Aruba 1st Level Configuration

Devices**Tablet / Android / iOS/IoT**

- All Tablets / Android Mobile / iOS Mobile / IoT Gateways, Devices and Sensors

Desktop Support Software's

- Microsoft Client-Side Products Installation.
- Microsoft and Linux OS Installation
- Microsoft Server Services Installation & Configurations (Domain, E-Mail Servers, Hypervisor, Proxy & Gateway, System Center Manager Etc.)
- Install and Configure System Center Configuration Management (SCCM)
- Installations and Configurations of Database Servers (MS / Oracle)
- Troubleshooting of Microsoft Windows Clients & Support to Local / Shared and Network Users.
- Configurations and Manage FTP / FTPS/ SFTP
- Configurations and Manage Dropbox Solution (file sharing)
- Configurations and Manage Network Server Monitoring Solution (Zabbix)
- Configurations and Manage SQL/ SVN / TFS Server
- Installations and Configurations penetration and vulnerability testing initial level

Network / Hardware

- Network Connectivity Troubleshooting
- Structured Cabling (Strait Through, Cross Over & Roll Over)
- Re-Engineering of Local Area Networks
- Evaluation of User's request for new hardware and Planning of hardware services.
- All desktop/Laptop assembling
- Hard drive maintenance
- Troubleshooting and resolve all type of desktop/printer/Internet/laptop's hardware issue

PROFESSIONAL EXPERIENCE**8+ Years****Infrastructure Administrator
Macrosoft Inc****March 2012 – Jan 2020****Responsible for Managing Networking & Infrastructure:**

- ✓ Microsoft Office 365

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- ✓ OneDrive for business, SharePoint
 - ✓ All Windows OS, WindowsXP / 7 / 8 / 8.1/ 10 , Server 2003 / 2008 / 2008 R2 / 2012, 2012 R2 / 2016 and 2019
 - ✓ All Apple Mac OS
 - ✓ All Linux OS, ubuntu, CentOS, ClearOS, RedHat, Pfsense & Zentyal support
 - ✓ Responsible for Managing JIRA cloud and JIRA Help Desk Server
 - ✓ FTP, SFTP & FTPS Servers & User Administration
 - ✓ Windows Image and Clone
 - ✓ VPN Server & User Administration
 - ✓ AWS, Azure & Google Cloud Administrator
 - ✓ Microsoft Gold Partnership / Website & others online Licenses
 - ✓ Firewall Services/Configuration Cisco, Palo Alto and others
 - ✓ Install and Configured Server and Network Security Compliance
 - ✓ Skype for Business, Microsoft Intune(MDM/MAM) and Microsoft Team
 - ✓ OneCloud / OneCloud file sharing solution
 - ✓ Cisco IP phone, Cisco Firewall and Cisco switches configuration
 - ✓ Atlassian JIRA Confluence and Jira Service Desk
 - ✓ Zabbix and Libre network Monitoring
 - ✓ Hyper-V, VMware workstation, Oracle Virtual Box, VMware ESXi & KVM, Citrix Server, XenApp/XenDesktop, XenCenter
 - ✓ Docker Container
 - ✓ Bitdefender, Macfee, Node, Avast, kaspersky , Norton, Comodo, AVG, trend Micro and ESET Antivirus
 - ✓ Installations and Configurations penetration and vulnerability testing initial level
 - ✓ Responsible for Managing DHCP, DNS and AC DC
 - ✓ Providing Users access to the required shared data / applications / network / Virtual Networks & Internet services
 - ✓ Servers / Desktops and Network Resources & Internet Gateway
 - ✓ Building, deploying and troubleshooting Server, Router, WIFI Router, Printer, Scanner, Laptop, Mobile, Tablet and other network devices
 - ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
 - ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.
 - ✓ Install and Configure ALL type of Printers, Scanners, Postal Stamps and Fax Machines
 - ✓ Having direct contact and communication with the other Branches and Head Office on global basis.
 - ✓ Software Technical Support to Central region users by telephonic conversation, VNC, Team Viewer, WebEx, Join me, Go to Meeting Skype and Skype For Business.
 - ✓ Responsible to maintain computer, Softwares Licenses, Antiviruses inventory
 - ✓ Vendors Coordination and SLA Sing On
 - ✓ Hardware assessment, purchasing and Installation
 - ✓ Good knowledge of network technologies, always ready to provide immediate support to minimize any problem that may arise in future
 - ✓ PowerShell scripting
 - ✓ Leading Onshore and Offshore Network Department
 - ✓ Provided 24x7 support to Onshore and Offshore teams during business-critical operations
 - ✓ Managed backup and recovery for business-critical applications, databases and servers

SCCM Server and End User Service

- ✓ Install and Configure System Center Configuration Management (SCCM)
- ✓ Install and Push windows Patching
- ✓ Perform software distribution and patch management to Windows PC's, laptops, and servers
- ✓ Perform functional and technical written evaluations of products and operating system upgrades and patches
- ✓ Perform 3rd level support, identifying root cause with strategic solutions to problems
- ✓ Develop, organize and maintain standard operational procedures
- ✓ Create desktop/laptop build processes for domestic /global sites

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- ✓ Create and maintain systems documentation for testing and validation
 - ✓ Create and communicate systems and application standards

Intune

- ✓ Develop, deploy and manage mobile applications and mobile application management policies with Azure including MAM and MDM
- ✓ Implementation of Intune MDM & MAM management with office365/Azure online Environment
- ✓ Planned, developed, installed, configured, supported and optimized a mobile infrastructure.
- ✓ Reduced risk through the development and implementation of MDM policies — including security and reporting
- ✓ Assisting end users with troubleshooting of device performance issue

Microsoft Azure and AWS

- ✓ Create/edit/delete User accounts
- ✓ Assign security policy as recommended by Company policy
- ✓ Create /edit/delete group
- ✓ Assign group permission to specific user
- ✓ Create VM/EC2 instance
- ✓ Create Database
- ✓ Create S3, blob and other storage
- ✓ Take care Billing
- ✓ Create VPC/DNS/Virtual Network
- ✓ Configure Azure IAM
- ✓ Create Portal Policies
- ✓ Configure Azure AD with Hybrid/Online
- ✓ Configure load balancing
- ✓ Configure plan to reduce the bill

Internet of Thing (IoT):

- ✓ IoT Device Provisioning, initial device research, understanding complete ins and outs of each IoT device and its components, configure & setup each component, deployment of the devices on site.
 - ✓ IoT Gateways are major component in the IoT pipeline, all device communication happens in Gateways. I am responsible to established initial configuration of Gateways to start communicating with IoT devices. Test each device and their data based on specs received from vendors.
 - ✓ Communicate with vendors for any issue arrives while doing rigorous testing and make sure it gets resolve within SLA.
 - ✓ Established IoT devices communication and Integration with Cloud (AWS)
- Complete end-to-end testing of IoT devices connectivity and data flow.

Network Engineer**Macrosoft Inc**

- ✓ Responsible for Managing Servers / Desktops and Network Resources
- ✓ Managing Internet Gateway & Firewall Services
- ✓ Responsible for Managing FTP, SFTP & FTPS Servers & User Administration
- ✓ Responsible for Managing VPN Server & User Administration
- ✓ Responsible for Managing DHCP, DNS and AC DC
- ✓ Providing Users access to the required shared data / applications / network / Virtual Networks & Internet services
- ✓ Responsible for Managing Microsoft Development Toolkit
- ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
- ✓ Responsible for Managing Microsoft System Center Configuration Manager
- ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.
- ✓ Having direct contact and communication with the other Branches and Head Office on global basis.
- ✓ Software Technical Support to Central region users by telephonic conversation, VNC, Team Viewer, WebEx, Skype
- ✓ Designed network layout for new office infrastructure

2 years 3 months**January 2010 - March 2012**

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- ✓ Migrated old office network infrastructure to new office. Designed and installed the network cabling throughout the office.
 - ✓ Configured CISCO network switches

1 year 3 months**Hardware and Network Assistant****October 2008 - December 2009****Macrosoft Inc**

- ✓ Hardware assessment, assembling, purchasing and Installation
 - ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
 - ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.
 - ✓ Responsible to maintain computer, Software's Licenses, Antiviruses inventory
 - ✓ Vendors Coordination and SLA Sing On
 - ✓ Hardware assessment, purchasing and Installation
 - ✓ Good knowledge of network technologies, always ready to provide immediate support to minimize any problem that may arise in future
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PROJECTS**Achieved (Macrosoft Pakistan)**

- Network Infrastructure Engineering
Evaluation, Proposing & Managing of Network Nodes in New Office with completely new infrastructure requirements for up to 200 Network nodes & PABX along with centralized Uninterrupted Power Supply (UPS).
- Virtualization Infrastructure Server (VIS)
Evaluation, Installation & Managing of VMware ESX Server for ADC, File Server, Antivirus Server, WSUS, SharePoint, MS SQL, Oracle & Application Services on VMware ESX Server
- Helpdesk System
Evaluate and deployed OP Manage Engine Helpdesk Plus for internal users Evaluate and deployed JIRA Helpdesk for internal users

Achieved (Macrosoft USA)

- Network Infrastructure Engineering
Evaluation, Proposing & Managing of Network Nodes in Office with completely new infrastructure
Created Infrastructure in Datacenter & setup server from Head office to Datacenter
- Helpdesk System
Evaluate and deployed JIRA Help Desk System for Macrosoft (onshore & offshore).
- File Sharing System
Evaluate and deployed OneCloud filesharing System for Macrosoft (onshore & offshore)
- Server Monitoring System
Evaluate and deployed Zabbix Server Monitoring System for Macrosoft (onshore & cloud)
- Disaster and Recovery
Evaluate and deployed automatic disaster and recovery solution for Macrosoft (onshore & offshore)
- Git Server
Evaluate and deployed Bonobo Git Server for Macrosoft (onshore & offshore)

CERTIFICATIONS

Skill Development Council

- Diploma in Telecommunication and Networking (1 year)
- Certificate of MS Windows Server Infrastructure 2008 R2 (6 month)

Microsoft Virtual Academy

- Certificate of Completion (Azure)

Google

- Certificate of Completion (Google Cloud)

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Udemy

- CompTIA A+

Microsoft

- Certificate of MTA: Cloud Fundamentals (Office365, OneDrive for Business, SharePoint and Skype for Business)

EDUCATION

Institute of Management Sciences (PakAims) Lahore, Pakistan

Bachelor of Computer Sciences

AWARDS

- Macrosoft's Excellence award: two time I received excellence award of the Year for providing outstanding and trouble-free services to company users. Network / Server resources were managed for High availability and provided 99.99% uptime.