Shahzad Khan

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**Objective:**

Seeking a Technical Support/Systems position with an established company leveraging new technologies while maintaining the highest standards of technical excellence, professional trust, and integrity

**Summary:**

Over 6 ½ years of strong experience as a Linux/Windows System support in Production and Development environments by using RHEL 7/6, Linux and Windows systems.

* Installation and configuration of Apache/Linux and IIS on Windows servers.
* Troubleshooting skills with network protocols such as DNS, TCP/IP
* Disk Management, Logical Volume Management (LVM) and logical partitioning
* Installation, configuration and maintenance of Sun, IBM, Dell, and HP servers
* Management of User accounts, System security, change management
* Installation of SSL certificates Linux servers
* Monitoring and administrating Red hat ,Ubuntu, and CentOS Linux servers
* Installation of patches, hardware, software's and firmware upgrades
* Ability to handle multiple tasks and work independently as well as a team member
* Provide on-call support and work with Vendors on system issues and bugs for resolution
* Proficient in system administration, system planning, co-ordination, commissioning, setting up security hierarchy and capacity planning
* Work on flexible hours for production, backup and on-call support for 24/7 environments

**Technical Skills:**

**Operating Systems**

Linux (RedHat 7/6), Windows 2012/2016/2019 Server, VMWARE ESX/ESXi

**Networking**

TCP/IP, DNS, NFS, SSH, DHCP, Cisco Routers / Switches and LAN

**Web Technologies**

Apache/TomCat and IIS

**Professional Experience:**

**Apex Systems (Bank of America)** Charlotte, NC January 2020 – Present **Infrastructure Support Engineer**  Responsibilities:

* Manage Service ID’s and AD groups and keep track of those groups.
* Raised deliverables that are due ( for compliance) making sure that they are compliant and providing everything for compliance, making sure they are setting up IS (app), configuring IIS based off how long we want the session to be running, or reset to do a daily reset or remain active all of the time, setting identities in IIS (internet information services)they would be setting permissions and getting people access to servers (permissions are done through AD groups
* Configure SSTP or NDM transfers (NDM- network data mover) protocol for transferring data
* Responsible for maintaining and administration for Linux and windows systems.
* CyberArk for password management and maintain service accounts.
* Install and maintaining IIS web applications and certificates
* NTFS file permission and Group policies for windows
* Work with Teammates to help migrate, update database systems
* Use IBM Tivoli Monitoring the performance and availability of distributed operating systems

**World Wide Business Machines, Inc**, Los Angeles, CA March 2017 – January 2020  
**Windows/Linux System Administrator**  
Responsibilities:

* Responsible for installation, configuration, and administration of various Linux and Windows systems
* Design, support, and maintain Virtualization for Windows and Linux systems environment
* Setup and maintain NFS, NIS, and TCP/IPnetwork configured the systems for TCP/IP networking with the existing LAN, setting up SSH and SCP features on RHEL
* Responsible for creating VMware virtual guests running Linux, and Windows
* Integrate Linux environment with Active Directory providing a Single Sign On (SSO) solution
* Automate system management tasks like user account creation, file system size monitoring, monitor system resources and system maintenance using Linux  and Power Shell scripts
* Work with DBA’s on installation of Oracle and SQL database, restoration and log generation. Perform security patching of Linux servers
* Perform sanity checks on built servers
* Patch all Windows & Linux systems
* Decommission old servers and keep track of decommissioned and new servers using inventory list
* Software package and patch administration, involving adding and removing software packages and updating patches
* Handle problems or requirements as per the tickets (Request Tracker) created
* Maintain proper documentation of all the activities carried out during the project
* Install, configure, and support security implementation onDHCP, SSH, SCP, & Putty
* Maintain and monitor servers operating system and application patch level, disk space and memory usage, user activities on day-to-day basis
* Creation of VMs, cloning and migrations of the VMs on VMware VSphere 6.5/6.5/7.0
* Configure and administrate Web (Apache), DHCP and FTP in Linux and Windows servers

**WestCom Services,** Gardena, CA – August 2014 – March 2017  
**Windows System Administrator**  
Responsibilities:

* Responsible for installation, configuration, and administration Window Servers 2016/2012
* Installation of IIS, Configure and Maintain Active Directory.
* Build physical & Virtual (VMware) Servers
* Perform sanity checks on built servers
* Work extensively with Network File System (NFS) for storage
* Patch all Windows Desktop and Servers
* Decommission old servers and keep track of decommissioned and new servers using inventory list
* Monitor system activities like CPU, Memory, Disk and Swap space usage to avoid any performance issues
* Maintain proper documentation of all the activities carried out during the project

Install, configure, and support security implementation on DHCP, DNS

**Education:**

* **High School Diploma**: Westchester High School, Westchester, CA
* **Associate In Science**: El Camino College, Torrance, CA
* **Microsoft Certified System Engineer**

**Wok Status:**

U.S Citizen

**References:**

Available upon request