Muhammad Faizan Afzal

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Profile

Driven and highly skilled cyber security graduate, with extensive experience in network engineering, IT support & Security. Proven leadership, communication, and analytical skills. Decisive, solutions-focused, and results-oriented with an emphasis on maximizing operating efficiencies.

Education

ICT-Professional Year Program   February 2022 - Present
Navitas Professional, WA

Bachelor of Science (cyber security)   January 2019 – December 2021
Edith Cowan University, WA

Employment History

Serco Asia Pacific (Fiona Stanley Hospital)**, Murdoch, WA**   April 2022– Present
EUC Desktop Engineer

- Contributed in CDX project, Build and deployed computer systems and completed the project on time, Built & Deployed 3500 systems.
- Successfully configured and managed computer systems using SCCM.
- Performed troubleshooting on high volume of tickets, through providing excellent customer service to hospital staff.
- Performed well with CDX team during the project and achieved success.
- Progressed to EUC Team on based of performance.

NPB Security, Perth, WA   October 2020 – March 2022
Admin

- Managed to answer high volume phone calls.
- Maintained office and security officers working schedule.
- Maintained company social media accounts.
- Provided excellent customer service to clients.

Degree Related Project

Assessment of Automatic Human Recognition Algorithms Under COVID-19 Restrictions

July 2021 – November 2021

Edith Cowan University, WA

Key learnings:

- Performed data collection process with team and achieved the required data.
- Effectively developed two types of coding program in Python language, wrote professional report.
- Supported with supervisor and team members on weekly based meetings.
- Established human recognition, face detection and mask detection system.
- Presented the model and submitted the final paper on time.
- Achieved high distinction marks (81/100)

Technical Skills

- Network Fundamentals | Network Access | IP Connectivity | Security Fundamentals
- Hardware integration: routing | switching | PC & printers
- Application and software installation
- Remote access: Any Desk & VMware
- Programing languages: Python | JavaScript | C++ | HTML & CSS
- Operating systems: Windows | Linux & Virtual machines
- Penetration Testing (Academic project, penetration testing of vulnerable machine using (Metasploit & Kali))
- Level 2 IT support & BMC ticketing system
- Build and deploy computers (Reimaging & decommissioning)

Key Skills

- Communication
- Customer service
- Teamwork | Project work
- Work consistency

Qualifications and Memberships

- Cisco Certified Network Associate   April 2022
- Australia Computer Society member   Feb 2022 – Present
- ITIL 4 Foundation Training (in progress)

Referees

Referees are available upon request