**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**](COURSE%20COMPLETION%20LETTER.pdf)**)** January 2019 – December 2021

Edith Cowan University, WA

**Employment History**

**Serco (**Fiona Stanley Hospital)**, Murdoch, WA**  April 2022– Present

EUC Desktop Engineer

* Supporting end users through BMC Remedy ticketing system in incidents, work order or change request
* Responsible for pushing software packages by Microsoft Endpoint Configuration Manager and adding into Active Directory.
* Managing Microsoft Office 365 and Windows 10 issues.
* Troubleshooting Software and Hardware Issues.
* Microsoft PowerShell scripting

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

Admin

* Answered incoming calls; taking messages and re-directing calls as required.
* General office management such as ordering uniforms and stationery.
* Arranged employees to cover events and made rosters.
* Maintained company social media accounts.

**Degree Related Project**

**Assessment of Automatic Human Recognition Algorithms Under COVID-19 Restrictions**  July 2021 – November 2021

Edith Cowan University, WA

*Key learnings:*

* Data pre-processing using Artec studio 16 professionals.
* Coding on Python language
* Weekly team meeting on project progression and supervised by professor
* Developed human recognition, face detection and mask detection system.
* Presented the model and submitted the final paper on time.
* Achieved high distinction marks

**Key Skills**

* Network Fundamentals | Network Access | IP Connectivity | Security Fundamentals
* Hardware integration: routers | switches | PC & printers
* Application and software installation
* Remote access: Any Desk & VMware
* Web Design (Dental clinic web design using HTML & CSS)
* 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)

**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