

MUHAMMAD FATHIR

IT Support Executive

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PROFESSIONAL SUMMARY

Highly motivated IT professional with an Advanced Diploma in IT Networking and strong technical expertise across Windows and Linux environments. Skilled in managing and maintaining IT infrastructure, including system configuration, troubleshooting, and network support. Experienced in Active Directory (AD) user administration, Windows Server management, and implementing system updates and security measures. Completed training syllabi for CCNA and Microsoft certifications, demonstrating solid knowledge of network protocols, hardware/software maintenance, and data protection practices. Committed to ensuring reliable, secure, and efficient IT operations.

WORK EXPERIENCE

Network Administrator Trainee

Active Tech Network ,Kurunegala

March 2024 – September 2024

- Configuration: configure Real CISCO and other Routers and Switches.
- Troubleshoot and Maintain Network Devices and computers.
- Network Protocols: In-depth knowledge of TCP/IP, DNS, DHCP, OSPF, and other essential network protocols.
- Proficient in Windows and Linux server administration with hands-on experience in virtualization (VMware, Hyper-V) for local network environments.
- Network Security: Competent in implementing basic network security measures, including firewall rules, VPNs, ACLs.
- Active Directory & Identity Management: AD DS, Group Policy Management (GPO), User and Computer Object Management, Security Policy Enforcement, DNS/DHCP integration.

EDUCATION

IT Training Program

February 2025 - Present

- I Gained a good understanding of hardware components and maintenance procedures.
- Active Directory (AD): Experienced in AD user, group, and security policy management.
- Website Development

Advanced Diploma In IT Networking

Active Tech Network ,Kurunegala

October 2023 - October 2024

- I have successfully completed the training programs for CCENT,CCNA, CCNP and Certified Ethical Hacker (CEH) certifications at the campus, building a strong foundation in networking and cybersecurity.

GCE Ordinary Level

Madina School ,Kandy

2018

- Final grade : 2A 3B 3C S (A in English)

SKILLS

- Troubleshooting Hardware and software issues .
- Windows 10/11 and Linux.
- Microsoft 365 (Outlook, Teams, Word, Excel).
- Remote support tools (TeamViewer, AnyDesk).
- LAN/WAN,TCP/IP, DNS, DHCP, VPN, VLANs, Firewall concepts.
- Networking Devices(Routers,Switches,Firewalls).
- Active Directory (AD).

CERTIFICATIONS

- IT Support Professional | GOOGLE
- Hardware and Operating Systems | IBM
- Network Technician Career Path | CISCO
- CCNA | ATN Campus
- System Administration and IT Services| GOOGLE
- System Administration | MICROSOFT
- Diploma in Computer Networking | ALISON

LANGUAGES

- English
- Tamil
- Sinhala

REFERENCE

U.M Nawfan

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M.R Rikas

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