MOHAMMAD AZIZ

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Profile

Detail-oriented IT professional with extensive experience in infrastructure support, system administration, and RPA development. Successfully delivered large-scale IT projects, including Blue Prism architecture upgrades and SQL Server optimizations. Skilled in providing 2nd/3rd line support and managing hybrid cloud environments to enhance system efficiency and security. Committed to continuous improvement and organizational success through effective communication and a strong work ethic.

Key Skills

- Infrastructure & IT Support
- Active Directory management
- Process automation (RPA)
- Version Control
- Development, Testing and Deployment
- MDM
- Windows Server & SQL Administration
- Incident management

- Virtual Machine management
- Domain & Active Directory Administration
- Networking DNS/TCP/IP
- Powershell, Command line scripting
- Documentation - Wireframe, Visio
- Project Work
- Cross-functional collaboration

Experience

09/2022 - Current
Superdrug / A.S. Watson Group

RPA Developer & Infrastructure Support
- Led Blue Prism upgrade (6.7 to 7.3) including architecture, SQL configuration, Documenting, Testing & Deployment of Internal processes.
- Delivered 2nd/3rd line support: Windows 11, Server 2022, VMware, SQL Server
- Automated 12+ processes across HR, Finance & E-commerce using Blue Prism & APIs
- Managed Active directory and Group Policy administration
- Patching, Updating Operating System and Software Applications
- Windows Server and Virtualised Machine Administration (VMware, vCenter)
- Scripting (Bat, Powershell)
- SQL Server - Disaster recovery, backup, Availability Zones.
- Ticketing - Topdesk & Jira

03/2022 - 05/2022
Farrer & Co

MDM Engineer (Contract)
- Managed Intune & SCCM for firm-wide upgrade
- Deployed Microsoft Authenticator & BYOD scheme
- 3rd/2nd Line Support

10/2020 - 02/2021
Clyde & Co LLP

Global Service Specialist (Contract)
- Provided 3rd line support across firm and supported Azure AD, Intune, VMware, Citrix
- Managed Major Incidents and P1 to P4 tickets on a daily basis
- Supported Windows 10 rollout & resolved critical incidents (P1/P2)
- BAU support

02/2020 - 02/2020	**IT Analyst (Contract)**
Teacher Stern LLP	• Assisted in cloud migration (Citrix Workspace), authored user support docs
	• 2nd line Support

08/2019 - 01/2020	**2nd Line Analyst (Contract)**
Charles Russell	• Supported 1100 users; Windows 10 upgrade, Citrix ShareFile deployment
Speechlys	• BAU 2nd Line Support
	• iManage - Filesite, Desksite

04/2019 - 08/2019	**Service Desk Analyst (Contract)**
Herbert Smith	• Handled 50–70 daily tickets; supported Aderant Expert, Office 2016 rollouts
Freehills LLP	

07/2018 - 03/2019	**IT Apprentice**
Katten UK LLP	• Deployed 150+ laptops Firmwide
	• Lead Asset Recovery, Disposal Project
	• Service Now Ticketing
	• Telecom support - Mitel, Cisco
	• MS Office Support
	• 1st Line/2nd Line

Education

| 01/2021 | **Diploma** in Full-Stack Software Development |
| | Code Institute |

| 01/2018 | **Diploma** in Law & Practice |
| | University of Westminster |

Websites, Portfolios, Profiles

- https://www.linkedin.com/in/tahir-maziz/
- https://github.com/MAziz-0

Technical Toolkit

- Windows Server 2016–2022
- Azure AD
- Intune
- SCCM
- F5
- VMware
- Citrix
- Group Policy
- SQL Server
- Exchange Online
- Service Now
- Topdesk
- Cherwell
- Cisco

- Mitel
- Blue Prism
- Power Automate
- Python
- JavaScript
- Django
- HTML
- CSS
- SharePoint
- Office 365
- IManage
- Aderant
- Prolaw
- NetDocuments
- MobileIron
- Jamf
- Airwatch

Project Highlights

- Designed SQL Server Availability Groups for HA/DR
- Built API-driven automation with Blue Prism
- Automated SQL maintenance & backups

Certifications

- Professional Diploma in Software Development

References

References available upon request.