Muhammad Hammad

IT Security & System Engineer

Germany

📞 +49 176 8733 3721 — ✉ muhammad24997@gmail.com — 🔗 linkedin.com/in/Hammad — ⬤ github.com/Hammad — 🌐 Portfolio

Professional Summary — Passionate **IT Professional** with **4+ years** turning technology challenges into success stories. I believe great IT support isn't just about fixing problems—it's about empowering people and businesses to thrive.

From help desk to enterprise infrastructure, I've mastered every level of IT support. My track record speaks for itself: **95%+ resolution rates**, **60% faster response times**, and countless satisfied users who can focus on their work instead of worrying about technology.

I love automating the repetitive stuff so teams can focus on what matters most. Whether it's ServiceNow workflows, PRTG monitoring, or PowerShell scripts—I find ways to make technology work smarter, not harder.

What drives me? Seeing that moment when complex technology becomes simple and seamless for users. Every ticket resolved, every system optimized, every process automated is a step toward that goal.

Technical Skills

– **Operating Systems:**
Windows 10/11, Windows Server 2019/2022, macOS, iOS, Android, Linux (Ubuntu/CentOS)

– **System Administration:**
Microsoft 365 (Teams, OneDrive, Outlook), Active Directory, Azure AD/Entra ID, Microsoft Intune, Group Policy, Jamf Pro, Exchange Online

– **Support Operations:**
First/Second/Third-Level Support, Endpoint Troubleshooting, Remote Desktop Support, Incident/Change Management (ITIL), Problem Resolution, User Training

– **Device & Workspace Management:**
Workstation Assembly, Software Deployment (MDT/SCCM), Printer Setup, Mobile Device Configuration, Meeting Room AV/VC Support, Hardware Installation

– **User & Identity Management:**
User Account Creation, SSO & MFA Configuration, License Management, Device Enrollment, Profile Migration, Access Rights Management

– **Collaboration Platforms:**
Microsoft Office Suite, SharePoint, Google Workspace, Zoom, Microsoft Teams, Slack, Confluence, Trello, Project Management Tools

– **Cloud & Virtualization:**
Microsoft Azure, Microsoft 365 Admin Center, VMware vSphere, Hyper-V, VirtualBox, OneDrive, SharePoint Online, Cloud Storage Solutions

– **IT Service Management:**
ServiceNow, Jira Service Management, Zendesk, Freshdesk, OTRS, Asset Lifecycle Management, Knowledge Base Management, SLA Monitoring

– **Network Monitoring & Analysis:**
PRTG Network Monitor, SolarWinds, Wireshark, Network Performance Monitoring, SNMP, Bandwidth Analysis, Network Troubleshooting

– **Security & Compliance:**
Microsoft Defender, Endpoint Protection, GDPR Compliance, Data Privacy, Backup & Recovery (Veeam, Acronis), Access Controls, Security Patching

– **Automation & Scripting:**
PowerShell, Python (Basics), Bash Scripting, Power Automate, Task Automation, Process Documentation, Workflow Optimization

– **Networking & Connectivity:**
TCP/IP, VPN Configuration, DHCP/DNS Management, LAN/Wi-Fi Setup, Network Printer Support, Firewall Configuration, Network Diagnostics

Professional Experience

TestSolutions GmbH, Frankfurt, Germany   **Mar 2023 to Dec 2024**
IT Security Engineer (Remote, Part-time)

– Implemented **security protocols and vulnerability management** across company networks and systems, conducting regular security assessments and applying necessary fixes to maintain **99.5% security compliance** and minimize business risk exposure
– Managed **cloud security for AWS and Azure environments**, implementing encryption protocols, access controls, and secure configurations that improved cloud infrastructure security posture by **85%** while supporting remote workforce security needs
– Configured **endpoint protection and network security systems** including firewalls, VPNs, and IDS/IPS monitoring, ensuring comprehensive device security across all network access points and reducing security incidents by **70%**
– Developed **incident response procedures and disaster recovery strategies**, leading security incident investigations and implementing backup systems that achieved **4-hour RTO** while ensuring compliance with data protection regulations

– Collaborated with **IT, DevOps, and network teams** to design integrated security solutions, conducting regular security audits and compliance assessments that maintained adherence to industry security standards and regulatory requirements

Kontinental Establishment, Karachi, Pakistan   **Apr 2023 to Mar 2024**
IT Support Engineer (Remote)

– Managed **500+ IT support tickets monthly** using ServiceNow, Zendesk, and Jira Service Management, achieving **95% first-call resolution rate** through TeamViewer, AnyDesk, and LogMeIn remote support across 12 international locations, reducing average resolution time from 4 hours to 90 minutes
– Administered **200+ endpoint devices** using Microsoft Intune, Jamf Pro, and SCCM, implementing automated device provisioning workflows with MDT that reduced new user setup time by **75%** and improved compliance monitoring through PowerShell and Python automation scripts
– Deployed **comprehensive asset management system** using Lansweeper, ManageEngine AssetExplorer, and Spiceworks, tracking hardware worth **$2.5M+** across multiple locations, achieving **99.5% inventory accuracy** and reducing procurement costs by **20%** through predictive replacement scheduling
– Developed **self-service knowledge base** using SharePoint Online, Confluence, and Trello project management, creating 150+ articles that reduced repeat tickets by **35%** and improving user satisfaction scores from 3.2 to 4.6 out of 5
– Implemented **PowerShell and Power Automate workflows** for 15+ routine tasks including user provisioning, SSO & MFA configuration, and system maintenance, saving **25 hours/week** of manual work and achieving **100% SLA compliance**

Liberty Books (Pvt.) Ltd, Karachi, Pakistan   **June 2022 to Oct 2022**
IT Support Specialist

– Provided **Level 1 & 2 technical support** for 180+ Windows 10/11 workstations and Microsoft 365 environment using Remote Desktop, Chrome Remote Desktop, and Windows Quick Assist, maintaining **98.5% system uptime** and resolving 40+ daily user requests with average response time of 15 minutes
– Conducted **weekly training sessions** for 50+ employees on Microsoft Teams, SharePoint Online, Google Workspace, Zoom, and Slack collaboration tools, achieving **90% user adoption rate** for new platforms and reducing security incidents by **60%** through Microsoft Defender deployment
– Maintained **IT asset inventory** using Spiceworks, PDQ Inventory, and Snipe-IT for 300+ devices including iOS and Android mobile devices, implementing automated discovery that improved asset tracking accuracy by **85%** and generated monthly compliance reports with **100% data accuracy**
– Applied **ITIL 4 framework processes** using Freshdesk and HubSpot Service Hub ticketing systems, categorizing and prioritizing 200+ monthly incidents, improving problem resolution time by **40%** and maintaining **99% SLA adherence**

KTDMC, Karachi, Pakistan   **Oct 2021 to May 2022**
IT Support and Administration Specialist

– Administered **Active Directory and Azure AD/Entra ID environment** for 250+ users using Group Policy Management, WSUS, and Exchange Online, implementing security policies that reduced unauthorized access attempts by **80%** and achieved **100% patch compliance** across all Windows Server 2019/2022 systems
– Deployed **software updates and applications** using SCCM, Microsoft Endpoint Manager, and MDT to 150+ endpoints, achieving **95% successful deployment rate** and reducing system vulnerabilities by **70%** through automated patch management and Microsoft Defender security patching
– Managed **mobile device fleet** of 80+ iOS/Android devices using Microsoft Intune, VMware Workspace ONE, and Cisco Meraki, implementing BYOD policies, device enrollment, and mobile security configurations that improved data protection compliance by **90%** while supporting remote workforce
– Implemented **PRTG Network Monitor and SolarWinds** for critical infrastructure, tracking 50+ network devices with SNMP monitoring and achieving **99.8% network uptime** through proactive monitoring, VPN configuration, and automated alert systems that reduced downtime by **65%**

Target Logistics International (Pvt.) Ltd, Karachi, Pakistan   **July 2020 to Sept 2021**
IT Support Specialist

– Managed **help desk operations** using ManageEngine ServiceDesk Plus, HubSpot Service Hub, and osTicket, processing 300+ monthly tickets with **92% user satisfaction rate**, implementing automated ticket routing and SLA monitoring that improved response time by **50%**
– Coordinated **hardware procurement and lifecycle management** worth **$500K+** using ManageEngine AssetExplorer, Snipe-IT, and asset lifecycle management tools, implementing predictive maintenance schedules with license management that extended hardware lifespan by **30%** and reduced replacement costs
– Deployed **Veeam Backup & Replication and Acronis** for 25+ critical servers using VMware vSphere and Hyper-V virtualization, achieving **100% backup success rate** and conducting quarterly disaster recovery tests with **RTO of 4 hours**, ensuring business continuity compliance
– Supported **network infrastructure monitoring** using SolarWinds NPM, ManageEngine OpManager, and Wireshark, analyzing traffic patterns, configuring DHCP/DNS management, and identifying bottlenecks that improved network performance by **25%** across 3 office locations

The Active Solutions, Karachi, Pakistan   **Apr 2019 to Feb 2020**
IT Support Engineer

- Provided **comprehensive end-user support** across 5 departments using osTicket, ConnectWise Control, and SSH/PuTTY remote access tools, maintaining **96% user satisfaction** while supporting 120+ employees with diverse technical needs including SAP user support and German accounting software assistance
- Supported **IT infrastructure projects** including system migrations and technology deployments using VMware vSphere, VirtualBox, and Microsoft Azure cloud solutions, contributing to **15% improvement** in system performance and **zero data loss** during transitions
- Created **technical documentation and user guides** using SharePoint Online, Confluence, Microsoft Office Suite, and OneDrive cloud storage, developing 50+ step-by-step procedures that reduced training time for new employees by **40%** and improved support efficiency
- Implemented **network monitoring using ManageEngine OpManager, Nagios, and Nmap** with Windows Performance Monitor, configuring firewall management and network diagnostics that improved system response time by **30%** and prevented 12+ potential system failures through proactive SNMP monitoring and Bash scripting automation

Relevant Projects

- **IT Support Troubleshooting and Automation** – Engineered comprehensive PowerShell-based diagnostic frameworks and automated resolution workflows, integrating ServiceNow APIs with intelligent ticket routing systems to achieve 70% reduction in manual interventions across enterprise environments

- **Active Directory Management Automation** – Architected enterprise-scale user provisioning systems with PowerShell DSC, implemented advanced Group Policy automation, and designed seamless Azure AD Connect hybrid identity solutions for streamlined cloud integration

- **Cloud Automation and Virtualization** – Orchestrated multi-cloud infrastructure deployment using cutting-edge automation tools, containerized mission-critical applications with Docker/Kubernetes, and implemented Infrastructure as Code methodologies across hybrid cloud environments

- **pfSense Firewall Lab Setup (VirtualBox)** – Configured advanced enterprise-grade network security laboratory featuring high-availability firewall clusters, sophisticated VPN tunneling protocols, VLAN segmentation strategies, and comprehensive network traffic analysis within virtualized infrastructure

- **ITSM Self-Service Portal** – Developed intelligent knowledge-driven support ecosystem using modern web technologies, integrated AI-powered assistance capabilities, and implemented smart workflow automation resulting in 45% ticket volume reduction and enhanced user experience

- **Vulnerability Scanning with OpenVAS** – Deployed enterprise-grade security assessment infrastructure featuring automated vulnerability management pipelines, proactive threat detection mechanisms, and comprehensive compliance monitoring dashboards for continuous security posture improvement

Relevant Certifications

- **System Administration and IT Infrastructure Services – Google**
  Advanced cloud infrastructure management and enterprise system administration expertise

- **HDI Support Center Analyst – Help Desk Best Practices**
  Professional service desk operations and customer experience optimization

- **Information Security for IT Support Technicians**
  Cybersecurity fundamentals and threat mitigation for technical support professionals

- **Linux Essentials – Linux Administration**
  Open-source system administration and command-line proficiency

- **Windows Server Fundamentals – Microsoft**
  Enterprise Windows infrastructure and server management expertise

- **ITIL Foundation – IT Service Management**
  Global standard for IT service management and process optimization

- **Discovering Computer Networks: Hands-on in the Open Networking Lab**
  Practical network engineering and advanced troubleshooting methodologies

- **Successful IT Systems**
  Strategic IT systems design and implementation best practices

Education

– **Georg-August-Universität Göttingen, Germany**   **2023 – 2025**
   Master of Science in Data Science
   Relevant: Statistical Analysis, Database Management, IT Analytics
   uni-goettingen.de

– **University of Karachi, Pakistan**   **2016 – 2018**
   Bachelor of Science in Computer Science
   Relevant: Network Administration, Database Systems, Programming
   uok.edu.pk

Languages

– **English**: C2 (Fluent)

– **German**: B1 (Intermediate, Progressing)