Muhammad Hammad
IT Service Engineer
Germany

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Professional Summary

5+ years IT professional specializing in **system administration**, **network engineer**, and **IT support** managing 500+ endpoints through **intelligent automation**, predictive analytics, self-healing systems, **AI-driven** orchestration.
Implemented **AI-driven automation** achieving **95%** automated resolution and **70% workload reduction** through **Machine learning, Python, Splunk AI**.
Career Objective: Revolutionizing IT operations by integrating **AI chatbots, automated provisioning, intelligent monitoring** to achieve **80% automated support tickets** and **zero-breach security posture**.

Technical Skills

- **Operating Systems & Server Platforms:**
  Windows 10/11, Win Server (2016,2019), macOS, Linux (Ubuntu/CentOS/RHEL), VMware ESXi, iOS/iPadOS, Android

- **Technical Support & Help Desk:**
  L1/L2/L3 Support, Remote Tools (TeamViewer/AnyDesk), Incident Resolution, User Training

- **System Administration & Domain Management:**
  Active Directory, Azure AD/Entra ID, Group Policy, Exchange, LDAP, WSUS, User Account Management, Win Server Management

- **Network Administration & Infrastructure:**
  TCP/IP, VLAN, DNS/DHCP, Meraki, Cisco/Juniper Routers/Switches, VPN, Firewalls (pfSense/SonicWall/Fortinet), LAN/Wi-Fi 6/7, SNMP

- **Cybersecurity & Compliance:**
  Defender, Endpoint (Symantec/McAfee/CrowdStrike), Palo Alto Prisma, Okta, Splunk, Zero Trust, MFA/SSO, Vulnerability Assessment, GDPR/HIPAA

- **Hardware Troubleshooting:**
  Desktop/Laptop, Storage (M1, M2, SSD, HDD), Server, Network, Peripherals, RAM, Power Supply, Cable, Components replacement, BIOS/UEFI, Fault Isolation, Overheating, Firmware, GPU, Compatibility tools, Boot Failures

- **Data Protection & Recovery:**
  Veeam, Acronis, Azure/AWS/Win Backup, File/Disaster Recovery, Access Controls

- **Cloud Infrastructure & Virtualization:**
  MS Azure, AWS, Google Cloud Platform, VMware vSphere/ESXi, Hyper-V, Docker, Kubernetes, VirtualBox, Azure Virtual Desktop

- **IT Service Management & Ticketing:**
  ServiceNow, Jira SM, Zendesk, Freshservice, ManageEngine ServiceDesk, ITIL Framework, SLA/Incident/Change Mgmt, Asset Lifecycle

- **IT Automation & Scripting:**
  PowerShell, Python, Bash/Batch, Power Automate, Ansible, Terraform, Chocolatey, Task Scheduler, YAML

- **Device Management & Endpoint Security:**
  MS Intune, SCCM, Autopilot, VMware Workspace ONE UEM, MDM, Jamf Pro, Kandji, MDT, TeamViewer, Apple Business Manager

- **System Monitoring & Performance:**
  PRTG, SolarWinds, Wireshark, Datadog, New Relic, Splunk Enterprise, SNMP

- **Enterprise Applications & User Support:**
  M365 (Teams/SharePoint/OneDrive/Outlook), Google Workspace, Zoom Enterprise, Slack, Confluence, VPN Clients, Remote Tools

Professional Experience

Kontinental Establishment, New York, United States   **Apr 2023 - Present**
IT Support & Administration Specialist (Remote)

- Managed cloud infrastructure across Azure, AWS, Google Cloud Platform with Docker/Kubernetes, Terraform/Ansible, YAML automation, cutting deployment time from **6 hours to 90 minutes** and deploying Azure Virtual Desktop for **180+ remote employees** across **12 international** locations
- Configured Zero Trust security using CrowdStrike, **Okta MFA/SSO**, Splunk **Enterprise Security**, Palo Alto Prisma with vulnerability assessment, achieving **99.2% threat detection** accuracy and reducing incident response from **4 hours to 45 minutes**
- Developed automation scripts in PowerShell, **Python**, Power Automate integrated with **ServiceNow ITSM, Azure AD/Entra ID, Exchange** for **$2.3M+** infrastructure with predictive asset lifecycle analytics, **saving 25 hours/week** manual work

- Administered **190+ endpoints** via **Intune**, **Autopilot**, **Jamf Pro**, Apple Business Manager with automated provisioning for iOS/iPadOS/Android devices, cutting setup time by **75% from 3 hours to 25 minutes**
- Deployed monitoring via Datadog, New Relic, Splunk, Win Performance Monitor plus Veeam/Azure/AWS Backup maintaining **99.7% uptime** and **100% SLA** compliance with predictive analytics

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

- Managed international device ecosystem via **SCCM, MDT**, VMware Workspace ONE UEM for **520+ Windows 10/11 workstations** across 18 countries plus **Kandji for 85+ Mac devices** with **96% enrollment** success using TeamViewer, **AnyDesk**, VPN clients
- **Deployed M365** (Teams/SharePoint/OneDrive/Outlook), **Google Workspace**, Zoom Enterprise, **Slack for 520+ users** within **6-week** schedule, **achieving 90% adoption rate and 43% productivity improvement** through **user training**
- Engineered mobile device management via **Intune**, **MDM for 520+ iOS/iPadOS/Android** devices with **BYOD policies**, Chocolatey package management, cutting setup time by **71%** within **3-month** migration
- Streamlined ITSM operations via **Freshservice**, Jira Service Management, **Zendesk** with **ITIL 4** framework, processing **1,200+ monthly tickets** at 94% resolution rate and **15-minute response** time with Defender, Symantec, **McAfee**
- **Delivered 140+ training sessions** covering **25+** software implementations and created **150+** documentation articles, reducing repeat tickets by 35% and **improving user satisfaction** from 3.2 to 4.6 out of 5
- Maintained GDPR/HIPAA compliance for **$3.2M asset** portfolio through Spiceworks, PDQ Inventory, Snipe-IT with asset lifecycle management, **achieving 100% compliance** and **85%** asset tracking accuracy

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

- Architected virtualized infrastructure with VMware vSphere/ESXi, Hyper-V integrating Linux (Ubuntu/CentOS/RHEL), Win Server 2019/2022 for **265+ government endpoints**, achieving **95% deployment success** and **100%** patch compliance via WSUS
- Built network infrastructure leveraging Cisco/Juniper **routers/switches, TCP/IP, VLAN, DNS/DHCP** with **Cisco Meraki** wireless, pfSense/SonicWall/Fortinet **firewalls**, VPN, VPN clients, cutting unauthorized **access by 80%**
- Deployed monitoring via PRTG Network Monitor, SolarWinds, Wireshark, Win Performance Monitor with SNMP across **50+** devices plus LAN/Wi-Fi 6/7 **networks, maintaining 99.8% uptime** and cutting **troubleshooting** time from **4 hours to 90 minutes**
- **Protected $1.2M+ government data** through Veeam, Acronis, Windows Backup with file/disaster recovery, access controls achieving **4-hour RTO** and **100% backup** success rate
- Administered hybrid identity management using AD, **Azure AD, Group Policy**, WSUS, Exchange Online for **265+ accounts** with user account management, cutting provisioning from **2 hours to 20 minutes** and achieving **99.4% email** availability
- **Managed 80+ iOS/Android devices** via Intune plus server **hardware diagnostics**, BIOS/UEFI, **memory/RAM** testing, network equipment maintenance on **35+** systems improving data protection **compliance by 90%**

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

- Operated help desk via ManageEngine ServiceDesk, HubSpot Service Hub, osTicket with **ITIL Framework** processes, processing **285+ monthly tickets** with **92%** satisfaction for **155+** logistics employees and cutting resolution time from **6 hours to 2.5 hours**
- Coordinated **$420K+** hardware lifecycle through ManageEngine AssetExplorer, Snipe-IT with asset lifecycle management plus **identity infrastructure** via AD, LDAP, Group Policy, **Exchange for 155+ users**, extending hardware lifespan by **30%**
- Deployed backup using Veeam, Acronis for **25+** critical servers leveraging VMware vSphere, Hyper-V, VirtualBox, Win Server 2016/2019 with **100%** backup success across **3 office locations**
- Implemented SolarWinds NPM, ManageEngine OpManager, Wireshark monitoring with SNMP, **DHCP/DNS** management, **handling 180+** annual changes through SLA/incident/change management and **boosting network** performance by **25%**
- Configured **Task Scheduler** workflows for **45+** routine tasks across **155+** devices, supporting desktop/laptop diagnostics, server hardware, network equipment, **peripheral devices** including **12+ macOS** systems with power supply, **cable testing**, BIOS/UEFI, Win Server Management

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

- Delivered **L1/L2/L3 support** via osTicket, **TeamViewer**, SSH/PuTTY for **125+ Windows 10 workstations** across **6 startup** departments, maintaining **96% user satisfaction** with incident resolution and escalation procedures
- Supported infrastructure projects using VMware vSphere, **VirtualBox** virtualization with AD, Group Policy administration for **125+ employees**, **improving** system performance by **15%** through optimized **user account** management
- Created **technical documentation** via **SharePoint** Online, **Confluence**, Microsoft Office Suite, developing **50+** procedures and reducing **training** time by **40%** while establishing **TCP/IP**, DNS/DHCP network foundations

– Implemented **network monitoring** through ManageEngine OpManager, Nagios, Nmap, Win Performance Monitor, improving response time by **30%** and preventing **12+** system failures using **SNMP discovery**
– Performed desktop/laptop diagnostics, **server hardware**, network equipment, **peripheral devices**, memory/RAM testing, **component replacement**, **BIOS/UEFI** maintenance on **125+ devices** including **15+ macOS** systems, implementing **Bash/Batch scripting** for **20+** routine tasks with **incident resolution**

Relevant Projects

– **IT Support Troubleshooting and Automation** – Built PowerShell/Python diagnostic frameworks with ServiceNow API integration, developing ITIL-based automated routing and resolution workflows that reduced manual interventions by **70%**

– **AD Management Automation** – Designed user provisioning through PowerShell DSC, automated Group Policy management and Azure AD Connect hybrid identity solutions with MFA/SSO integration for streamlined cloud operations.

– **Cloud Automation and Virtualization** – Deployed VMware vSphere/Azure/AWS infrastructure via Terraform/Ansible, containerized applications with Docker/Kubernetes while establishing IaC through YAML configuration management.

– **pfSense Firewall Lab Setup (VirtualBox)** – Built network security laboratory with pfSense firewall clusters, VPN protocols, VLAN segmentation, TCP/IP routing, and SNMP monitoring plus Wireshark traffic analysis.

– **ITSM Self-Service Portal** – Created SharePoint knowledge platform with M365 integration, developed Power Automate workflows and AI-powered assistance cutting ticket volume by **45%**

– **Vulnerability Scanning with OpenVAS** – Established security assessment infrastructure with automated vulnerability management, Defender/Splunk monitoring, and Zero Trust compliance dashboards for continuous security improvement.

Relevant Certifications

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

– **System Administration and IT Infrastructure Services** – Google
Cloud infrastructure management and enterprise system administration

– **Information Security for IT Support Technician**s
Cybersecurity fundamentals and threat mitigation strategies

– **Win Server Fundamentals** – Microsoft
Enterprise Windows infrastructure and server management

– **HDI Support Center Analyst** – Help Desk Best Practices
Service desk operations and customer experience management

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

– **Discovering Computer Networks** – Open Networking Lab
Network engineering and advanced troubleshooting techniques

– **Successful IT Systems**
Strategic IT systems design and implementation practices

Education

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

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

Languages

– **English**: C1 (Fluent)

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