**Muhammad Jamil**

Data Center Operations Technician

Herndon, VA

571-552-5551

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**Summary**

Accomplished IT Professional with nearly 10 years of information technology support experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. Certified in Amazon Solutions Architect and always pursuing more knowledge. Committed to providing efficient, high- quality support.

**Programming Languages**: Python, C++, SQL, Microsoft Access, Linux

**Operating Systems and Project management:** Windows 2000/XP/7/8/10, Mac OS, MS Visio, IT project management, Active Directory, PowerShell, Linux

**Cyber Security**: Concepts of IT infrastructure System Security

**Languages**: English, Hindi, Urdu and Punjabi

**MS** **Office**: Word, PowerPoint, Excel, Outlook, MS Visio, Azure

**Adobe software**: Dreamweaver, Flash, Photoshop

**Relevant Coursework**: Cyber Security Fundamentals, JAVA Programming, PC Hardware and OS Architecture, Advanced Database Management

**Skills**

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| |  |  | | --- | --- | | * Data Center support | * Software configurations | | * Server support | * Software diagnostics | | * Network support | * Software & Application installations | | * Cabling support (Copper Cabling/Fiber Cabling) | * Technical troubleshooting | | * Service desk support | * Leading Projects | | * Break-Fix/ Hands & Feet | * Organizational skills | | * Rack & Stack servers | * Coordination | | * Server repair/ maintenance | * Working collaboratively | | * Hardware upgrades | * Training & Development | | * Hardware configurations | * Customer support needs assessment | | * Hardware diagnostics | * Software patching &updates | |  |
| **Experience** |  |
| **Data Center Technician Tier 3| 04/2020 to present Amazon Web Services - Manassas, VA**   * Implemented daily inspections/ walk-throughs, throughout the data center, conducting routine error reporting on servers and systems regularly, keeping networks fully operational during peak periods. * Performed daily maintenance of computer systems to keep network processes fluid. * Facilitated system migration projects during off- hours to avoid outages and network bottlenecks. * Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support. * Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware. (break-fix/ hands and feet). * Assisted online users via live chat, web conference and phone to resolve issues related to critical server use and access. * Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction. * Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes. * Assessed hardware and software issues to determine appropriate troubleshooting methods for remediation. * Repaired hardware components on network, including firewalls, routers and critical server devices. * Disassembled servers and network devices to troubleshoot and resolve hardware issues. * Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources. * Updated and reconfigured existing and new servers with current software and operating systems. * Responded to support tickets in a timely manner to improve customer service. * Responded daily tickets every week to provide end-user support on critical servers. * Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions. * Performed secure data destruction. (degaussing/wiping/physical destruction) * Collaborated with support team client stakeholders with emergent technical issues and develop effective solutions. * Documented repair processes and helped streamline procedures for future technical support actions.   **DevOps Engineer Intern | 06/2019-04/2020**  **PEOPLENTECH- Tysons Corner, VA**   * Responsible for to understand and support the application team’s development pipeline to make faster build and deployments, which has implemented using different DevOps tools like Git, Jenkins, Nexus, Docker, Ansible, Kubernetes. * Experience in IaaS managing Amazon Web Services (AWS) infrastructure with automation and configuration management i.e. Ansible. * Configured Ansible to manage AWS environments and automate the build process for core AMIs used by all application deployments including Auto Scaling and Cloud Formation Scripts. * Experience in building new application and deployment through Ansible and managing them in production environment. * Working in implementation team to build and engineer servers for RedHat Linux & windows operating systems. Working on AWS to provision new instances. S3 Storage Services. AWS EC2 & Cloud watch services. CI/CD pipeline management through Jenkins. * Configured Elastic Load Balancers with EC2 Auto scaling groups. * Development of automation of Kubernetes clusters with Ansible, writing playbooks. * Worked on deployment automation of all the micro services to pull image from the private Docker registry and deploy to Docker Swarm Cluster using Ansible. * Written Templates for AWS infrastructure as a code using Terraform to build staging and production environments * Development of automation of Kubernetes clusters with Ansible, writing playbooks. * Used AWS Console and AWS Command Line Interface for deploying and operating AWS services specifically VPC, EC2, S3, EBS, IAM, ELB, Cloud Formation and Cloud Watch. |  |
| **Technical Support| 01/ 2018- 06/2019**  **MUKUNDRAI Inc., VA**   * Assistant to IT Supervisor Installed, Tested, Maintained, and Troubleshot computer hardware & software. * Successfully Wiped/partitioned/installed multiple operating systems, software's, and applications on Servers, Desktops, and Laptops. * Worked closely with contractors installing/maintaining fiber lines, fiber transceivers, POS systems, and conduit channels. * Completed a campus inventory and map of all computers, printers, WAPS, Switches to keep track of equipment easier. * Installed and tested new wireless infrastructure through Ubiquiti's enterprise grade access points and software. * Redesigned and implemented office hardware layout to maximize office space and functionality. * Assistant to IT Supervisor Installed, Tested, Maintained, and Troubleshot computer hardware & software. * Successfully Wiped/partitioned/installed multiple operating systems, software's, and applications on Servers, Desktops, and Laptops. * Worked closely with contractors installing/maintaining fiber lines, fiber transceivers, POS systems, and conduit channels. * Completed a campus inventory and map of all computers, printers, WAPS, Switches to keep track of equipment easier. * Installed and tested new wireless infrastructure through Ubiquiti's enterprise grade access points and software. * Redesigned and implemented office hardware layout to maximize office space and functionality. * Ensured all documentation were finalized and accurate, and remain current through periodic reviews and updates. Installed, modified, and made minor repairs to personal computer hardware and software systems. * Monitored data communications network to ensure networks were available to all systems. Upheld hardware and software inventory. |  |
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| **Certifications**   * Kubernetes Administrator * Aws Solution Architect-Professional   **Education**   * MsIT Cyber Security * BsIT (Enterprise information Management) * Btec Higher National Diploma in Computing |  |
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