

# Murtadha Marzouq

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Resume



## Objectives:

Seeking an IT management and Administration role involving, networking, security, and scripting.

## Education:

### Central Piedmont Community College

Associates of Science in Art and Design

Graduated in 2014

Awarded: Graduated on the Dean's List

### University Of North Carolina Charlotte

Bachelor of Arts in Computer Science

Graduated in 2022

Awarded: Graduated Magna Cum Laude

### University Of North Carolina Charlotte

Masters of Science in Software, Systems, and Technology

Enrolled in 2022

Awarded: Admitted to the program by academic merit

## Certification:

### Microsoft Azure Administrator (AZ-104):

Certification Year: 2020

Hands-on experience administering Azure, along with a strong understanding of core Azure services, Azure workloads, security, and governance. In addition, this role should have experience using PowerShell, Azure CLI, Azure portal, and Azure Resource Manager templates

### Member of The National Society of Leadership and Success

Certification Year: 2021

The Foundations of Leadership Certificate 1 badge signifies the recipient has: Demonstrated understanding of personal communication styles. Created a purpose and vision statement. Identified a long-term goal and created mini-milestones needed to achieve that goal. Organized tools and resources to overcome obstacles. Raised awareness of different perspectives within teams

## Experience:

### Cellular Tech

Cellphone and Computer technician (Hardware/Software)

undefined | January 2011 - February 2018

#### Responsibilities:

- Analyze Software/Hardware Problems and suggest solutions to address the problems.
- Handle Sensitive Personal Information and safeguard computers and cellphone from future intrusion
- Install and maintain software and hardware
- Install and Maintain Operating system on Symbian, Windows, Linux, IOS (Apple), and Android OS.

### CGNET on-site for The Duke Endowment

IT Consultant and System Admin

Charlotte, NC | January 2020 - January 2021

#### Responsibilities:

- Provide day-to-day technical support for desktop computers, mobile phones, laptops, tablets, audio-visual systems, printers, and telephony systems via telephone, email or in person
- Triage, investigate and resolve issues with IT systems within the office and manage escalations as required to 3rd tier teams
- Manage and maintain the network infrastructure and security of the office
- Work as a project resource as required to deploy new systems, upgrades, or technologies within the office which may include personal technology and IT infrastructure

### The University of North Carolina Charlotte

Teacher Assistant (Computer Infrastructure ITIS 2110/3110)

Charlotte, NC | January 2016 - May 2016

#### Responsibilities:

- Provide technical support for students in the ITIS 2110/3110 Computer Infrastructure course
- Help students with their computer problems and assist them with their computer issues
- Explain the course concepts and provide assistance to students in the course
- Maintain Hardware equipment and software for the course (i.e. Switches, Servers, Firewalls, Routers)

## Skills:

- Linux Terminal/Bash scripting
- SQL Management (MSSQL, MYSQL, PostgreSQL, and ORACLE)
- Administration for Microsoft Office 360 Suite (Exchange, Outlook, and OneNote, and SharePoint)
- Penetration Testing (Metasploit Framework, Nmap, and Wireshark)

- Help Desk Support (Service Now Ticketing, Jira, Kaseya VSA)
- Network Administration (Cisco, Juniper, and Cisco ASA)
- System Administration (Windows, Linux, and Mac OS)
- Web Development (HTML, CSS, JavaScript, and PHP)
- Windows Server Administration (Active Directory, DHCP, DNS, and DHCP)
- Windows Server Management (IIS, Windows Server, and Windows Server 2012)
- Windows Server Security (Windows Server 2012, Windows Server 2012 R2, and Windows Server 2016)
- Windows Server Virtualization (Hyper-V, VMWare, and Hyper-V VMs)
- C#/JAVA & Python/JavaScript Software Development (Web Development, Web Services, and Mobile Development)

## Interests:

- Developing new post-exploitation modules for Metasploit Framework.
- Writing a library to speed up work on Visual Studio and Eclipse IDE.
- Systems Administration, Networking, and Security implementation with Microsoft Azure.
- Researching and implementing new technologies and methods to improve the security of the organization.

## Publications:

- [Project Gemini](#) - Crawling & Visualization Project
- [Niner Portal Theme](#) - Enhancement of the Niner Portal Theme
- [NLP Sentiment Analysis \(Twitter\)](#) - A sentiment analysis of the tweets with any topic Twitter Account

## Languages:

- Arabic
- English