

MURTADHA MARZOUQ

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TECHNICAL SKILLS

Networking Skills: Networking, Routing, Switching, Security, Wireless, Network Management with Cisco, Fortinet, and Palo Alto, and Aruba

Cloud Skills: Microsoft Azure, AWS, and Google Cloud

Security Skills: Nessus, Nmap, Wireshark, and Metasploit

IT Service Management: ServiceNow, SCCM, Azure Intune, and JAMF

Other Skills: VMware, Hyper-V, Active Directory, DNS, DHCP, and Group Policy

EXPERIENCE

Infrastructure Engineer

Reveal Group

Remote

Jan 2023 - Current

- Serve as an Infrastructure SME, guiding clients to implement solutions on their environments
- Manage, implement, and implement Mid-to-Large IT environments
- Serve as an SME for RPA products including Blue Prism & Automation Anywhere
- Train and share knowledge with internal staff with Microsoft and Red Hat products
- Install and launch new platforms designed by the delivery team
- Provide hands-on expertise with networking, automation, and security at the highest levels to ensure compliance with clients' standards & best practice

Systems Administrator

WasteQuip LLC

Charlotte, NC

Jan 2022 - Dec 2022

- Support 2500 users and provision IT assets (IP Phones, Computers, Software stack)
- Level 3 Incident management (Analysis and resolution). Reading, analyzing and resolving log and user created incidents.
- Create and maintain Azure Cloud Infrastructure (Creating Enterprise Applications, Adding new Policies in Endpoint, addressing security alerts on defender and onboard servers to Sentinel)
- Install, update, and maintain Fortinet, Cisco, and Sophos network equipment
- Install, update, and maintain ESXi server using vSphere and its appliance.
- Train Support staff and address escalated incidents.
- Deploy and create Ansible Playbooks and ensure APIs are implemented and connected.
- Endpoint Administration and policy management for 2500 users and implementing Autopilot onboarding and offboarding.
- Server management and automation PowerShell scripting to query, update, and manage servers with ActiveDirectory
- SCCM on-premises centralized management and deployment.

IT Consultant and System Administrator

CGNET Services International

Charlotte, NC

Jan 2020 - Dec 2021

- Provide day-to-day technical support for desktop computers, mobile phones, laptops, tablets, audiovisual 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.
- Create desktop and laptop imaging.
- 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.

Teacher Assistant (Computer Infrastructure)

University Of North Carolina at Charlotte

Charlotte, NC

January 2016 - April 2016

- 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)

Cellular Tech LLC

Mobile & Computer Technician

Charlotte, NC

January 2011 - February 2017

- Analyze Software/Hardware Problems and suggest solutions to address the problems
- Handle Sensitive Personal Information and safeguard computers and cell phone from future intrusion
- Install and maintain software and hardware
- Install and Maintain Operating system on Symbian, Windows, Linux, IOS Apple, and Android OS
- Public-Key Authentication Through SFTP, SSH and TLS

PROFESSIONAL CERTIFICATIONS

Microsoft Azure Solutions Architect Expert (AZ-303, AZ-304)

2023

- Azure Solutions Architects design and implement solutions that run on Microsoft Azure, including aspects like compute, network, storage, and security.

Microsoft Azure Administrator (AZ-104)

2022

- Azure Administrators implement, manage, and monitor an organization's Microsoft Azure environment.

TestOut Security Pro Certification

2022

- Security Pro is a comprehensive online IT training course that prepares students for the TestOut Security Pro certification exam and a career in the Information Technology field.

Member of The National Society of Leadership and Success

2023

- Leadership training and professional development.

PROJECTS

WIFI Password Rotation

Azure/PowerShell

- Guest WIFI Password Rotation for Cisco WLC, Meraki, FortiAP, and Aruba Wireless Controller Automation for company-wide WIFI password rotation.

Windows Autopilot

Azure/Intune/PowerShell

- Onboarding and offboarding automation for Windows Autopilot and Intune for company-wide deployment.

Virtualization

React/Python

- Gemini will crawl and analyze the University of North Carolina website and other relevant sites and use data collected from the J. Murrey Atkinson library

EDUCATION

Master of Science in Computer Science

Charlotte, NC

University of North Carolina at Charlotte

May 2022

- Concentration in Software, Systems, and Networks
- GPA: 3.9

Bachelor of Arts in Computer Science

Charlotte, NC

University of North Carolina at Charlotte

May 2022

- Concentration in Information Technology
- Magna Cum Laude
- GPA: 3.8

Associate of Arts

Charlotte, NC

Central Piedmont Community College

May 2013

- Dean's List
- GPA: 3.8