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 Platform
Security Skills: Nessus, Nmap, Wireshark, and Metasploit
IT Service Management: ServiceNow, SCCM, Azure Intune, and JAMF, Active Directory, and Group Policy, DNS, DHCP, and Hyper-V
Automation: Ansible, Terraform, Shell Scripting, Python, and PowerShell

PROFESSIONAL EXPERIENCE

Infrastructure Engineer
Remote
Reveal Group
Jan 2023 - Current

- Design, implement, and maintain IT infrastructure for clients in cloud and on-premises environments
- Manage, implement, and implement Mid-to-Large IT environments
- Architect and deploy Microsoft and Red Hat solutions for internal and external clients
- 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
Charlotte, NC
WasteQuip LLC
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
Charlotte, NC
CGNET Services International
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)
Charlotte, NC
University Of North Carolina at Charlotte
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)

Mobile & Computer Technician
Cellular Tech LLC

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.

PROJECTS

WIFI Password Rotation ⊘
Azure/PowerShell

- Guest WIFI Password Rotation for Cisco WLC, Meraki, ForitAP, 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
University of North Carolina at Charlotte

Charlotte, NC
May 2023

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

Bachelor of Arts in Computer Science
University of North Carolina at Charlotte

Charlotte, NC
May 2022

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

Associate of Arts
Central Piedmont Community College

Charlotte, NC
May 2013

- Dean's List
- GPA: 3.8