

# MURTADHA MARZOUQ

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## TECHNICAL SKILLS

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**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

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

## PROFESSIONAL EXPERIENCE

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### Infrastructure Engineer

**Remote**

*Jan 2023 - Current*

• *Reveal Group*

- 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

**Charlotte, NC**

*Jan 2022 - Dec 2022*

• *WasteQuip LLC*

- 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**

*Jan 2020 - Dec 2021*

• *CGNET Services International*

- 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**

*January 2016 - April 2016*

• *University Of North Carolina at Charlotte*

- 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

Charlotte, NC

January 2011 - February 2017

### • Cellular Tech LLC

- 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 2023

- 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