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| Shahzeb Mahmood  Toronto, Ontario · 647-569-3162  Shahzebmahmood3@gmail.com · www.linkedin.com/in/shahzeb-mahmood-70b694166 |
| A skilled and mature professional who enjoys the challenge of an innovative environment to achieve goals individually and within a team. Skilled in many areas working within various IT functions be it Support, Developing, Networking, Cyber Security or Telephony Solutions. Experience2020 TO PRESENTINFRASTRUCTURE TECHNOLOGY HELPDESK ADMINTRACTIONONDEMAND - TORONTO, CANADA  * **Identity management using Okta (Automating onboarding and offboarding tasks)** * **Implementing solutions (Google MDM and JAMF)** * **Start-up company with about 500 employees now 1000+** * **IT security (Sophos and Crowdstrike, Incident reports, First responder, Firewalls, and resolution)** * **1st 2nd, and 3rd Line support** * **Microsoft Azure (Intune management)** * **Salesforce Support** * **GCP and G Suite Administration** * **Office Hardware (Switches, Servers, and Patching)** * **Scripting (Python, Bash and PowerShell)** * **SASS Operations (Automating, workflows, scripting)** * **Application packages and management**  2019-2020APPLICATION SUPPORT ANALYSTIMPELLAM GROUP – LUTON, UK  * **Basic SQL queries (MS SQL)** * **In-depth troubleshooting using SQL Server, Windows server, and New relic.** * **Working with bespoke applications (RDP and Adapt)** * **Resolved web application issues escalated from customer support and other departments.** * **3rd line support** * **Working and maintaining SQL databases** * **Monitoring and maintaining applications (New Relic)** * **Developing, deploying bug fixes. Configuration changes for applications using SQL Server and Windows server.**  2018-2019SERVICE DESK ANALYSTIMPELLAM GROUP – LUTON, UK  * **1st and 2nd line support** * **Global Enterprise Company** * **MS exchange and O365 Administration** * **Automating daily task (IRIS and Zendesk)** * **Monitoring and maintaining infrastructure (SolarWinds)** * **Active directory management (Azure AD and On-premises AD)** * **Implementing solution and new software** * **Developed documentation for common processes for both support staff and end-users. Handled a large volume of phone calls, chat, and emails.**  Education2014-2017BSC (HONS) SPORT AND EXERCISE SCIENCEBUCKINGHAMSHIRE NEW UNIVERSITY – HIGH WYCOMBE, UK **2020 - 2021 Certificates**   * Google IT Support Professional Certificate * IBM Applied AI Certificate * Google Professional Collaboration Engineer for Workspace * Okta Workflow Certificate  projects GitHub: <https://github.com/ShahzebMahmood/Pingpong.git>  **IBM Chatbot and Image Classifier**  As part of the IBM AI course, I had to build two solutions one was a chatbot for a flower company, Student Adviser and another was an Image classifier. The chatbot was integrated into Slack and Facebook. |