

SAMUEL NAWAZ

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IT professional with hands-on experience in tech support, systems administration, and network management, currently working toward a Bachelor's in Cybersecurity. Skilled at troubleshooting issues, managing user accounts, and keeping IT environments secure. Passionate about building a career in cybersecurity, protecting digital assets, and strengthening infrastructure.

PROFESSIONAL EXPERIENCE

Desktop Analyst, RSM US LLP

October 2022 - Present

- Provided first-level technical support using ServiceNow to manage and resolve hardware and software issues for internal teams.
- Assisted in managing and maintaining user accounts in Active Directory, including password resets, group policy updates, and access permissions.
- Monitored system performance using SolarWinds and escalated issues to the IT team to ensure optimal workflow and uptime.
- Delivered customer support through remote troubleshooting tools like Microsoft Remote Desktop and TeamViewer, addressing technical issues efficiently.
- Documented support requests and resolutions in Confluence to improve team collaboration and knowledge sharing.
- Connected and configured office computers and peripherals to meet company IT policy and compliance standards.
- Ensured all hardware and software installations adhered to organizational technology and security requirements.
- Developed strong written and oral communication skills by providing clear guidance to users and creating technical documentation.
- Utilized time management skills to handle multiple support requests simultaneously.
- Applied problem-solving techniques to quickly diagnose and resolve technical challenges.

Wireless Sales Representative & Mentor, CellularSales

September 2020 - September 2022

- Provided technical support and customer service, troubleshooting mobile devices and networks.
- Stayed up to date with the latest tech trends, educating customers and employees on new devices.
- Trained new employees in sales techniques and technical troubleshooting.
- Consistently met sales targets while delivering excellent customer service.

TECHNICAL SKILLS

Operating systems:	Linux, Windows Server, Windows, Workstations, Mac OSX
Compliance:	PCI DSS, GDPR, HIPAA, CCPA, SOX
Virtualization:	VMWare Fusion/Workstation, KVM, VirtualBox, ProxMox (VE)
Security:	Nessus, NMAP, OWASP, OpenSSL Identity and Access Management (IAM)
Web Servers:	MySQL, MongoDB, MariaDB, Microsoft SQL
Databases:	LAN/WAN, DNS, DHCP, TCP/IP, Active Directory, VLANs, IPsec, SSL, VPN, NAT
Networking:	NIST 800-53 R5, NIST CF, NIST Privacy Framework, CMMC, Software/System,
Frameworks:	Development Life Cycle, MITRE ATT&CK
Ticketing Systems:	ServiceNow
Monitoring Tools:	SolarWinds

Bachelor of Science - Cybersecurity

Full Sail University