

# Syed Muhammad Faizan Alam

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## EDUCATION

### SZABIST University

Islamabad, Pakistan

#### Bachelors of Science in Computer Science

Oct 20 – Jun 24

- **CGPA:** 3.3 ; Key Subjects: *Network Security, Information Security, Distributed and Embedded Systems, Computer Networks and Data Communication, Web Engineering*

## SKILLS AND CERTIFICATION

- Comp TIA a+ Cyber
- Microsoft Azure Fundamentals
- Customer Services: Troubleshooting
- Google IT Support
- Google Workspace Administrator
- IBM Data Science

## TECHNICAL PROJECTS

### PartXplorer - Mobile Application

- Developed a mobile application, competing **PakWheels.com**, **Seghal Motors.com**, **PartFinder.pk**
- Used technologies like Android studio for structuring mobile application, **Firebase** for smooth database.

### Web Application – Java

- Developed and delivered a web application using Java **MVC** Architecture.
- It allowed users to login/signup, viewing their own profiles and allowing them to change password.

### Campus Network System – CISCO

- As part of 6<sup>th</sup> semester project, developed and designed a campus network system using **CISCO**.
- Defined different classes of networks and assigned them different topologies, routers and switches
- Setup the network, using **DHCP** protocol and a Central Router, connecting it to switches assigned to departments.

## PROFESSIONAL EXPERIENCE

### Getz Group (Australia)

Remote

*Technical Support Officer – Reporting to the Head of Technical Support*

Oct 23 - Present

#### Project A: Providing Technical Support to 26 hospitals in APAC Region

- Provide technical support and achieved **SLAs** in 24/7 rotational shifts.
- Pioneered troubleshooting activities for general customers across **Australia, Philippines** and **Pakistan**.
- Overcame the issues of PCs like overheating by **RCA** techniques and using **PowerShell** scripts.

#### Project B: Deployment of Applications and providing Application Support

- Managed deployments of applications on **Web** and **App** servers for **26** hospitals through **24x7** monitoring.
- Reduced lag by **60%** from the **UAT** testing by doing preliminary sanity testing on a single device.

#### Project C: General Management and Cloud Watch System Debugging

- Working as **SCRUM Master** to manage **Azure DevOps Board**, Work log Items, Backlog requests
- Managing **Helpdesk** on daily basis to monitor and resolve **20 + tickets**.
- Management of Microsoft Server Manager 2012 to manage **30 +** servers in the Utility Box.
- Using VPNs like **Citrix** workspaces for **BYOD** devices located in the **Australia** region.

*Field Services Intern – Reported to the Product Owner*

July 23 – Oct 23

#### Project A: Enable remote Technical Support on 60 monitoring devices deployed at Client Site (Shifa Hospitals)

- Deployed the **VPN Transit** from scratch by to enable direct support from Australia reducing the support lag by **79% eliminating 12 minutes** from the process
- Enabled **Advanced Manageability Tool (AMT)** on all **60** devices
- Upgraded Device Network Class from Class C to Class A and enabled them on **DHCP protocol**.
- **Cloned 60 devices** on using **PowerShell Scripts** to upgrade devices on Windows 10.

#### Project B: Pair up Patient Monitoring Devices (PMD) to Getz Touch Devices (GTD) via Direct Connection

- Identified the parameters that were instrumental in establishing the connection between **PMD** to **GTD**
- Ensured the connection of **15 Static GTDs to PMDs** via upgradation to Switches and Hubs.