

Zaidan Umar

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SUMMARY

Technically skilled and customer focused IT professional with 6 years of experience in service delivery, technical support and operational improvement. Known for providing mentorship to junior engineers, streamlining ticker workflows, and delivering excellent customer outcomes. Adept at resolving complex technical issues, optimizing processes and collaborating across teams to meet and exceed service level objectives. Trusted as a key escalation point for critical incidents and a go-to resource for strategic and technical guidance in fast-paced environments.

EXPERIENCE

IT Support Manager

Bridge Partners

January 2024 - Present, Cambridge

- Delivered on-site IT support across various locations in the Cambridge/London area, focusing on enhancing client satisfaction and operational efficiency.
- Acted as a trusted escalation point for complex technical issues and critical incidents, ensuring SLA compliance and minimizing downtime.
- Managed client relationships and collaborated with internal teams on projects, security initiatives and system migrations, aligning service delivery with strategic goals.
- Inducted process improvements that standardized ticket documentation and enhanced communication and service quality within the team.

Senior Service Desk Engineer

Bridge Partners

July 2023 - December 2023, Cambridge

- Mentored first-line engineers, sharing expertise and offering guidance on technical and customer service challenges to elevate team performance.
- Took ownership of escalated tickets and critical incidents, resolving complex issues efficiently to minimize client downtime.
- Improved ticket resolution times by 17% through process optimizations and documentation of troubleshooting workflows.

Service Desk Engineer

Bridge Partners

October 2022 - July 2023, Cambridge

- Delivered first-line support for a diverse client base, ensuring timely ticket resolution and exceptional service quality.
- Proactively monitored servers and backups to mitigate potential risks and maintain business continuity.
- Assisted with onboarding and offboarding processes, implementing robust security protocols to safeguard client data.

Director

BachatHost

January 2018 - June 2021, Dubai

- Co-founded and managed a hosting service provider, delivering tailored solutions to over 50 clients.
- Led a team of 12 remote employees, managing day-to-day operations, client relations, and service delivery.
- Developed and refined service offerings to meet client needs, building a reputation for reliability and responsiveness.

IT Support Intern

Legal House Dubai

January 2019 - June 2019, Dubai

- Supported daily IT operations, providing technical assistance and troubleshooting for staff across various systems and software.
- Gained hands-on experience in managing IT infrastructure, contributing to the smooth running of the firm's operations.
- This internship sparked my interest in pursuing IT as a long-term career, leading to my eventual career transition.

EDUCATION

MSc. Computing and IT management

Cardiff University • Cardiff, Wales • 2022 • Distinction

B.E. Electronics and Communications Engineering

Birla Institute of Technology and Sciences • Dubai • 2021

CERTIFICATIONS

Exceptional Service Skills for Technical Support

Hamilton Mercer

AZ-700 Azure Network Engineer Associate

Microsoft

AZ-305 Azure Solutions Architect Expert

Microsoft

AZ-104 Azure Administrator Associate

Microsoft

MD-102 Endpoint Administrator Associate

Microsoft

MS-102 Enterprise Administrator Expert

Microsoft

MS-900 365 Fundamentals

Microsoft

SKILLS

Technical Skills: Azure AD, Azure VMs, Microsoft 365, JAMF, Intune, Endpoint Manager, Virtualisation (Hyper-V, VMware), PowerShell, Network Security, Cloud Security, Active Directory, Group Policy Management, Office 365, Windows Server, DNS Management, DHCP, Firewall Configuration, VPN Setup, Remote Desktop Services, Autopilot, Automate, immybot, SPF, DKIM, DMARC Email Security, Azure MFA & FIDO2, WSUS & SCCM Patch Management.

Infrastructure & Operations Management: IT Infrastructure Design, Disaster Recovery, Server Monitoring, Data Backup, Service Delivery, VPN Configuration, Network Administration, IT Asset Management, Hardware Troubleshooting, Backup Solutions, Infrastructure Automation, Capacity Planning, Business Continuity Planning, IT Service Delivery Optimization.

Project & Client Management: IT Road mapping, Strategic IT Planning, Advanced Project Management, Client Relationship Management, Cross-Functional Collaboration, Leadership, SLA Management, Stakeholder Communication, Vendor Management, IT Strategy Development, Change Management, Strategic Client Engagement, Risk Management, Contract Negotiation, Client Onboarding, IT Process Reengineering, Business Alignment, Executive Reporting.

Soft Skills: High-Impact Communication, Team Leadership, Client Management, Training & Development, Decision Making, Collaboration, Customer Service Excellence, Relationship Building, Persuasion & Influence, Executive Presentation, Innovation and Creativity, Organisational Development.