Muhammad A Khalid

669-350-5928 | akhalid.code@gmail.com | linkedin.com/in/abdullahkhalid/

Work Experience

Principal IT Infrastructure Specialist   **Jan 2018 – May 2020**
Symantec Corporation   Mountain View, CA
- Primary resource for managing and maintaining enterprise backup solution
- Benchmark and test potential new devices for fleet deployment
- Mac application packaging and deployment for employee use
- Develop reporting for application performance and uptime
- Performs preventative maintenance on a regular basis to minimize user downtime
- Spearhead research and integration of new software for device performance monitoring that is utilized company-wide
- Managed and interfaced with 2 IT outsourced vendors, coordinating maintenance and changes to improve user experience.

Senior IT Support Specialist   **Aug 2016 – Dec 2017**
Symantec Corporation   Mountain View, CA
- On-call and on-site support for Executive staff and floor
- Developed and maintained documentation for Executive runbook
- Collaborated with various teams to drive incident resolution
- Provided rapid iOS and Android support

Messaging VIP Support   **Jun 2016 – Aug 2016**
Symantec Corporation (via ProUnlimited)   Mountain View, CA
- Administered technical support for email migration
- Developed cohesive IT resources to assist staff in day to day tasks

IT Operations Supervisor/Senior Engineer   **Oct 2012 – Apr 2016**
Sereniti IT Services   Santa Clara, CA
- On-call and on-site tech support for 15 clients based in the Bay Area
- Configured multiple servers and networks to support various needs of the clients
- Managed 5+ employees and assigned workloads
- Onboarded new clients by performing technology assessments and consultations

Education

Bachelor of Science, Game and Simulation   **Jun 2009 – Jun 2013**
Programming   Fremont, CA
DeVry University

Skills

Computer hardware	Windows OS	Python
Email migrations	Windows Server 2008/2012	JAMF
Project management	Network diagrams	Altiris
Office 365	PowerShell	

Certifications

JAMF 200	Dec 2019
ITIL 2011 Foundation	Oct 2018
Code42 Server Administrator	Sep 2018