

Abdush Samad Miah Curriculum Vitae

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DOB	24/09/1992
Address	Leeds, United Kingdom
Mobile No	07712225947
Email Address	asmiah@outlook.com

Computer Skills

LAMP, Azure / SSO Integration / Azure AD, SAML, LDAP Integration, AntiVirus (McAfee), Microsoft Office Stack Deployment/Support and Configuration, VPN (Cisco AnyConnect/Windows), LAN / WAN (MPLS) / Switches (Cisco 3850/3950) / Firewalls (Cisco ASA), Linux / Unix / CentOS / Ubuntu / Kali / Debian, Penetration Testing, Office 365 / Exchange 2013 / SharePoint Administration / SharePoint 2010/2013 /SPO/ MS SQL Server / Studio 2008/2012/2016, WDS / Imaging / Deployment / MDT, Call Logging / Managing / SLA's, Teamwork, Telephony / PBX / Routing / VOIP, Project Work, Website development / PHP / HTML / CSS / JavaScript, Coding, problem solving, Networking / Switches / Port Configurations / VLANS, Handling software and hardware / Building / Troubleshooting / Repair, Eye for detail, Troubleshooting, VM Ware / vSphere 5.5 / esxi hosts, Active Directory / GPO / Print Management , DHCP / DNS, Operating Systems: XP, Vista, 7, 8, 10, Windows Servers, Windows Server 2000 Advanced / 2003 / 2008/R2 / 2012/R2 2016, MacOS, Jira / Confluence - Setup/Patching/Management/Configuration/Upgrade, Proxy Server (NGINX), Backups (Dell PowerEdge / VEEAM / Symantec)

Education

Leeds Metropolitan University

BSc Computing: Grade 2.1

Certifications

Currently working towards MCSA/MCSE and CCNA

College: Leeds College of Building

Level 3 National Diploma in Construction: Distinction Distinction Distinction (DDD) Equivalent to 3 A's

High school: DYCA

English Language/Literature: B

Maths: C

Science single & double award: C

Other 13 GCSEs Graded A-C

Personal Statement

With almost 10 years' experience in the industry, an extremely motivated and self-disciplined individual with strong business acumen. Always do very best at everything with the determination and enthusiasm matched by very few individuals. A confident, easy going and very patient individual with the ability to work effectively under pressure. Undoubtedly prove to be a dependable asset to any working environment.

Current/ Previous Employment

Dates: August 2016 - Present

Company: BJSS

Job Role: IT Support Engineer

Job Description:

Being a part of a growing team from what started off as a small team of 5 into 10 and increasing due to growth of the company. Due to the nature of the team hierarchy duties include that of technical support, infrastructure support/setup and configuration. Quarterly Windows and Linux server patching, quarterly penetration testing and much more.

Role includes support, management and maintenance of O365, Exchange 2013 Hybrid Environment, GPO, AD, DNS, DHCP, Cisco switch port configurations working with a segregated network (VLANS). Various bespoke and 3rd party applications, including the setup of these application servers in VMWare - configuring from a bare metal VM. These servers include Windows Server 2008/2012/2016 as well as Linux distributions such as CentOS, Ubuntu and Kali Linux – including the setup of some of these servers with a web proxy such as NGINX.

Working with mail filtering system, network security tools such as cisco Firepower, Cisco VPN and Windows VPN. External DNS/Domain/Redirects and certificate management for externally facing internal web servers. VEEAM backup solution as well as physical tape backup system using Symantec Backup system.

Duties include mostly 1st/2nd duties from a support perspective including the above and much more such as machine imaging/deployment using MDT, ivanti(LANDesk), on site support as well as field support to other offices in the north and south working on a MPLS based network. However also exposed to 3rd line duties and tasks while carrying out project work such as server setup and configuration, firewall amendments and the like.

Projects include (Individual implementation and project lead):

- Migrating files from physical Windows file server to SharePoint Online
- Identifying and collating all infrastructure and project servers to create a process document and schedule for quarterly server patching.
- Integrating JIRA with LDAP (Achieved with a user base of 500 with no issues experienced after careful planning)
- Integrating 3rd party externally hosted applications with Azure AD with multiple applications one to name including Salesforce (with zero disruption with a user base of 1200)
- Integrating SharePoint Online with PowerBI
- Integrating bespoke applications with Azure App Services and creating Enterprise Applications in Azure.
- McAfee restructure including product migration with 800+ machines with zero issues faced. This project also included the setup and configuration of an Agent Handler to allow machines on an external network to report into the management console(ePO) and upgrading the version of ePO to avoid EOL related issues carefully planning the support of legacy machines in the process.

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Service Management, Call Management, Change Management, troubleshooting, escalation, remotely resolving issues. Troubleshooting, Knowledgebase, Escalation, Call logging, Training and Development Team building and group working experience, working under pressure, working under strict timelines. Server Management / Support, Product Management/Support, Software Management / Support. Desktop Support, Infrastructure support.

Dates: August 2015 – August 2016

Company: Manheim Auctions (Contract)

Job Role: IT Support Analyst 1st Line / 2nd Line

Job Description:

Providing customer support to internal and external users/customers to a wide range of bespoke software, as well as Microsoft & UNIX Servers, including other software's such as Office 365, Exchange, Outlook, Printers and much more. Working closely with numerous teams on many projects, Service Management, Call Management, Change Management, troubleshooting, escalation, remotely resolving issues.

Troubleshooting, Knowledgebase, Escalation, Call logging, Training and Development Team building and group working experience, working under pressure, working under strict timelines. Server Management / Support, Product Management/Support, Software Management / Support.

Dates: July 2014 – April 2015

Company: Fujitsu (Contract)

Job Role: Customer Service Technician 1st Line/2nd Support

Job Description:

Managing servers, till systems, passwords, user accounts, remotely resolving hardware and software issues from desktop to destinations throughout the UK. Working with numerous contracts. Remotely fixing issues

Troubleshooting, Knowledgebase, Escalation, Call logging, Training and Development Team building and group working experience, working under pressure, working under strict timelines.

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Dates: July 2013-July 2014

Company: Allerton High Business & Enterprise Specialist School

Job Role: ICT Technician

Job Description:

Managing Servers, Switches, Ports, Desktops, Laptops, Projectors, Smart Boards, Variety of Software's hardware and Programs, Printers, Monitors.

Remotely fixing issues, networking, troubleshooting, training and development, team building and group working experience, working under pressure, working under strict timescales, project Work

References

Available Upon Request