**Muhammad Ibrahim**

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**Availability: 2 Weeks (Contract only)** LU1 1BU, UK

# Area of Expertise & Professional Skills

## Microsoft

* Up to 10 year experience of working with Windows Server 2003/2008R2/2012R2/2016, Managing Active Directory, Clustering, Implementing Group Polices, Configuring Sites and Services, File and Print Services, Distributed Files System (DFS/DFS-R), Configuring Certificate Server (CA), DNS, DHCP, IIS Server, WSUS, NPS RADIUS Server, Remote Desktop Services
* 5 year experience of Design & Implementation of Email infrastructure with High availability using Exchange Server 2003/2010/2013
* Experience of Powershell & VB scripting
* Experience of rolling out windows7/10 on 500 desktops using MDT 2013
* Hands on experience of deploying OS, software & windows updates using SCCM 2012

## Cloud & DevOps Technologies

* Up to 3-year Experience in Azure IaaS, PaaS configuration, including deploying ExpressRoute, VNets, Load balancers and Azure Active Directory
* Configure BGP routing for Azure Private & Public to route on-premises networks to Azure VNets
* Configure storage accounts, NSGs, VNet Peering, WebApps, ASEs in Azure ARM
* Automated deployment of resources in azure using PowerShell, ARM Templates & Terraform
* Configure Exchange 2010 hybrid deployment with Office365
* Configure Azure AD Connect and ADFS to implement Single Sign-On and sync on-premises Active Directory
* Experience of migrating mailboxes to Office365
* Hands on experience with Amazon Web Services including Storage Service, Virtual Private cloud, Building network foundation, VPN Connections
* Build Automation in AWS using CloudFormation,
* Build Lambda functions in python and Powershell to deploy/automate AWS resources
* Experience of CI/CD based application development methodology using tools like TFS/PowerShell/Azure DevOps etc.
* Integrating Azure WebApp/FunctionApp with Github for continuous deployment
* Experience of configuring AWS TransitGateways, Route53 and DirectConnect Gateway
* Hands on experience of automation and configuration tools like Puppet, Ansible, Azure DevOps.
* Good Knowledge and experience of scripting languages like PowerShell, Python and bash
* Strong experience on DevOps essential tools like Puppet, Ansible, Docker, Kubernetes, Subversion (SVN), GIT.
* Experience maintaining CI environments with build automation tools like Jenkins, Bamboo and TFS and extensively used Jenkins to streamline CI/CD process, automated Master-Slave configurations using temporary slaves.
* Created infrastructure in a coded manner (infrastructure as code) using Puppet, Chef and Ansible for configuration management of virtual environments
* Virtualized the servers using Docker for the test environments and dev-environments needs, also configuration automation using Docker containers.

## Citrix Technologies

* Hands on experience in Citrix XenApp and XenDesktop 7.x Configuration, Administration and troubleshooting
* Installed and configured Citrix Storefront, Desktop delivery controller, PVS, MCS
* Deployed Citrix Netscaler for load balancing and SSL off loading

## Networking

* 5 years Hands on Experience of Configuring VPC, VLAN, HSRP, GLBP and Port Security on Layer 2 and Layer 3 Switches, including Catalyst 6k, Nexus 5k,7k
* Good knowledge and understanding of TCP/IP and routing protocols like OSPF, EIGRP, BGP and RIPv2
* 5 year hands on experience of configuring Security Policies, NAT, Site-to-Site VPN, Remote VPN, SSL VPN on Firewalls like Cisco ASA 5500-X & FirePower Threat Defense, Checkpoint, Palo Alto and Fortigate.
* Experience of configuring and managing Cisco Wireless Lan controllers 5508, vWLC and Meraki

## UCS & Flexpod platform

* Install & Configure Cisco UCS Fabric Interconnects, UCS Chassis & Blades
* Configure Create service-profiles, Boot-policies, Firmware policies and Boot-from-SAN on Cisco UCS platform
* Perform Firmware upgrades on Cisco UCS platform, Nexus Switches, ASA Firewalls
* SAN Fabric Switch configuration (Zoning/Masking etc.) on Cisco MDS 9K switches
* Create Boot LUNs, Volumes and NFS stores on NetApp to provision storage to UCS blades

## Virtualization

* Install, Configure, Manage and troubleshoot VMware 5.x/6.x
* Experience of migration and upgrade the VMware Infrastructure

## Backup

* Hands on experience of Symantec Backup Exec 2010/2012/2014, Veeam Backup & Replication
* Experience of creating backup strategies, disaster recovery plans

## Linux

* Good knowledge of Linux operating system architecture and different Linux distributions e.g. Redhat, Fedora, Ubuntu
* Hands on experience of installing & configuring OS, Squid, Apache and MySQL

# Professional Experience

Working as **Cloud Solution Architect** with **Cognizant UK**

**Feb2018 till present**

Major Responsibilities:

* Automated deployment of azure resources using ARM Templates and Terraform
* Create ASE environments for securely running App Service apps
* Deploy Application Gateway and load balancers
* Automate the deployment of Azure SQL PaaS
* Create ARM template to deploy multi-node SQL AlwaysOn cluster according to the customer specific standards
* Create Function Apps to post the Azure Monitor Alerts for PaaS services to Zenoss Monitoring Solution
* Create Powershell & DSC scripts to perform the post installation task using Custom Script extensions
* Create Runbooks to automate the tasks in azure platform
* Automate post installation tasks in Linux using bash scripting
* Implement CI/CD based application development methodology using tools like AzureDevOps/TFS/PowerShell etc.
* Actively manage, improve, and monitor cloud infrastructure on AWS, EC2, S3, and RDS, Lambda Function including backups, patches, and scaling
* Automating AWS resource and service deployments using python and lambda function
* Reduced costs by £3,000 each month by eliminating unnecessary servers
* Wrote Puppet manifests and modules to deploy, configure, and manage servers

Worked as **Platform Support Engineer** with **Logicalis UK Ltd**

**October 2017 till Feb2018**

Major Responsibilities:

* Primarily working with Cloud Platform build team to install and configure Flexpod stack into Logicalis Cloud and on customer sites.
* Perform installation of new Cisco UCS Blades, NetApp Storage and Cisco ASA firewalls as per service requests raised by customers
* Configure Create service-profiles, Boot-policies, Firmware policies and Boot-from-SAN on Cisco UCS platform
* Perform Firmware upgrades on Cisco UCS platform, Nexus Switches, ASA Firewalls
* Completing customer change requests, including impact and risk analysis. Implementing out of hours where required.
* Managing PCI-DSS compliant environments
* SAN Fabric Switch configuration (Zoning/Masking etc)
* Create Boot LUNs, Volumes and NFS stores on Netapp to provision storage to UCS blades
* Delivering storage solutions using Fibre Channel over Ethernet (FCoE)
* Administering/troubleshooting Cisco ASA Firewalls and build Site-to-Site VPN to provide connectivity to Customers Network
* Install & Configure VMware ESX 5.5/6.0 on UCS blades

Worked as **Infrastructure Consultant** with **Napp pharmaceutical Ltd.**

**Mar 2017 till October 2017**

* Working on upgrading and migrating the legacy physical servers on remote sites
* Virtualizing the legacy application servers
* Deploying SteelFusion Edge devices to remote sites
* Decommissioning the windows server 2003 Domain & File servers from remote sites
* Migrate the data/printers to the new file server
* Build Windows servers 2008/2012R2 using SCCM
* Deploy application packages and windows updates to workstations/servers using SCCM
* Active Directory Domain consolidation including migrating users & servers from multiple sub domains to a single user/resource domain

Working as **Infrastructure/Network Consultant** with **Charles Taylor PLC**

**August 2016 to Mar 2017**

Projects Completed:

* Configure Azure AD Connect and ADFS to implement Single Sign-On
* Configure Exchange hybrid deployment with Office365
* Migrate users mailboxes to Office365
* Involved in Lync2013 to Skype for Business migration
* Planned, designed and deployed new Active Directory forest for a sister company in Azure subscription
* Configured GPOs, OU Structure and RBAC for the new domain
* Installed new DFS file servers, Application servers for the new domain
* Migrated the existing CIFS & File Shares to the new File Servers
* Built 2-Way forest trust between Active Directory forests
* Prepare and migrate users & workstations to the new domain using ADMT
* Perform testing to ensure migrated users can access resources in both domains
* Designed and Implemented Two-Tier Enterprise PKI with Windows Server 2012 R2
* Designed & Implemented RDS 2016 in azure cloud with Azure Multi-factor authentication (MFA)
* Roll-out Windows 10 for 200 users using MDT 2013
* Maintained the legacy Citrix environment
* Provisioning Express Route to provide connectivity between Azure Cloud & on-premises networks
* Design & Configure dynamic routing between on-premises network and azure using BGP private Public peering
* Configure BGP routing on cisco routers for private & public peering with Azure Express route
* Redistribute private OSPF routes into BGP and vice versa

Worked as **Cloud Platform Support** with **Logicalis UK Ltd**

**Mar 2016 to August 2016**

Major Responsibilities:

* Primarily working with Cloud Platform build team to install and configure Flexpod stack into Logicalis Cloud and on customer sites.
* Perform installation of new Cisco UCS Blades, NetApp Storage and Cisco ASA firewalls as per service requests raised by customers
* Configure Create service-profiles, Boot-policies, Firmware policies and Boot-from-SAN on Cisco UCS platform
* Perform Firmware upgrades on Cisco UCS platform, Nexus Switches, ASA Firewalls
* Completing customer change requests, including impact and risk analysis. Implementing out of hours where required.
* Managing PCI-DSS compliant environments
* SAN Fabric Switch configuration (Zoning/Masking etc)
* Create Boot LUNs, Volumes and NFS stores on Netapp to provision storage to UCS blades
* Delivering storage solutions using Fibre Channel over Ethernet (FCoE)
* Administering/troubleshooting Cisco ASA Firewalls and build Site-to-Site VPN to provide connectivity to Customers Network
* Install & Configure VMware ESX 5.5/6.0 on UCS blades

Worked as **IT Infrastructure Analyst** with **Charles Taylor PLC**

**Feb 2015 to Mar 2016**

Major Responsibilities are:

* Design and implementation of public facing websites on Microsoft Azure web Apps
* Design and deploy Virtual Networks, Storage Accounts, Virtual Network Gateway in Azure IaaS
* Configure Azure AD and ADFS to implement Single Sign-On
* Prepare customize VM images for Windows Servers and Client OS
* Automate deployment of customized VM images to Azure IaaS using Azure Powershell
* Design and deploy resource groups using Azure PowerShell in Azure ARM
* Create Site-to-Site VPNs between VNets across the multiple Azure subscriptions
* Configured NSGs to isolate the subnets under VNets
* Prepared and migrate on-premises infrastructure VMs to Azure IaaS
* Install new Cisco ASA 5525-X firewalls and migrate SSL VPN users from legacy firewalls
* Install and configure FirePower IPS modules in Cisco ASA firewalls
* Consolidate the DEV virtual/physical infrastructure into the Charles Taylor’s Infrastructure
* Worked with infrastructure team to migrate to virtual infrastructure to VSphere 6
* Managing Webservers to host customers websites in Dev & Prod environment
* Enable SSL security on IIS Manager to protect the web applications
* Configure host headers in IIS to deploy multiple websites on single server
* Troubleshoot and diagnose the IIS servers to resolve the performance related issues for customer’s websites.
* Test and migrate Email infrastructure to Office 365
* Upgrade the File Servers and replicate the Data to DR site through DFS
* Upgrade the legacy application & infrastructure servers to the latest supported version
* Decommission windows server 2003 domain controllers from CT domain and upgraded the domain & forest functional level to Windows Server 2008 R2
* Create VB and Powershell scripts to automate tasks in Windows server and active directory
* Tidy up and restructure active directory by deleting stale AD objects and GPO consolidation
* Upgraded DHCP servers to Windows Server 2012 R2
* Supporting Citrix XenApp farms for the legacy applications
* Manage Cisco Nexus 7004, configure vPC, HSRP, VLAN, VRF and enable Jumbo frames
* Test and deploy the Solarwinds Monitoring Solution including NPM, Netflow and SAM
* Integrate the Infrastructure of an acquired company into the Charles Taylor’s (CT) Infrastructure which includes following projects:

1. Migrate the users and mailboxes to the Charles Taylors Infrastructure
2. Upgrade the Virtual infrastructure to VSphere 6.0
3. Decommission the Dell Sonicwall Firewall and migrate to Checkpoint
4. Test and migrate the server infrastructure to Microsoft Azure
5. Install, Configure and manage IIS web servers to host customer’s applications
6. Publish Azure Remote Apps for the development team
7. Deployed Microsoft Remote Desktop Services (Terminal Services)

**November 2012 to January 2015**

Worked as **IT Infrastructure Support Engineer** with **Suttons Transport Group**

Major Responsibilities were:

* Providing day-to-day support (3rd Line) and technology implementation as well as long-term project management
* Configuring and managing Print Servers, Domain Controllers, Webservers
* Configuring File server and replicate the organizational data to DR site using DFS-R
* Upgrading Windows Servers 2003/2008 to Windows Server 2012 R2
* Configuring GPO to harden the servers and users physical and virtual desktops
* Applying windows updates and patches using WSUS
* Configuring DHCP Server on windows Server 2012 R2 with high availability
* Managing and Maintaining Cisco UCS Platform, Fabric Interconnect & IOM firmware upgrade
* Configuring Service Profiles, vNIC templates, Resource Pools, VLAN, BIOS & QOS Policies, LAN Connectivity
* Configure HSRP, vPC, Port channels, FEX, VLAN, firmware Upgrade on Cisco Nexus 5548UP
* Configure Site-to-Site VPN, Access lists, NAT on Cisco ASA firewalls
* Configuring HSRP, dynamic routing, port security and ACLs on Cisco layer 3 switches
* Monitoring network devices/servers traffic using Solarwinds NPM, Netflow Traffic Analyzer
* Deployed Web proxy with Implicit proxy design using Cisco Ironport
* Designed and deployed managed wireless solution with Meraki
* Administration of Cisco Unified Communication Manager 10.0
* Monitor network devices and servers using solarwinds NPM, Netflow, NCM
* Architecture, design, install, configure VMware ESXi, within vSphere 5 environments with VirtualCenter
* Installation & Configuration of NetApp storage FAS2200 series
* Creating aggregates, Volumes, LUNs, iSCSI and CIFS shares
* Provisioning storage to VMware and Virtual Desktop Infrastructure through iSCSI & NFS
* Managing and Administration of Citrix Xendesktop 7.6 & Citrix XenApp 5.0
* Configuring Citrix Netscaler to load balance the , XenDesktop, webservers and SSL offloading for Exchange server
* Virtualizing physical servers and migrating applications from legacy hardware
* Managing Mimecast to configure Anti-spam policies, Mailbox replication/Sync and Email archiving
* Develop, test, and maintain a disaster recovery plan for critical VMs and application data
* Backup key business data and duplicate/replicate backup sets to DR Sites
* Backup and replicate Virtual infrastructure using Veeam Backup & Replication and Backup Exec 2014

**November 2011 to November 2012**

Worked as **Infrastructure Analyst** with **British Medical Association, UK**

Major Responsibilities were:

Provide technical support and administration of Network Infrastructure, including

* The communications infrastructure (telephony, Internet, Local Area Network, Wide Area Network, wireless, WAN Optimization)
* Data storage and management (Storage Area Networks, Backups, Security of data)
* server operating systems, applications and services
* Visualization Technologies

Participate in the design and implementation of new solutions based on business requirements and developments in technology in the above areas

Support, upgrade and management of Virtual Infrastructure (VSphere 4.1/5.0)

Storage provisioning to Virtual Infrastructure and Standalone Servers through IBM XIV SAN

Configuring Zoning on Brocade Switches

Support Wireless Infrastructure with 100 access points across the multiple sites

Implement the web security with Transparent and Implicit proxy solution (Websense 7.7)

Provide design and implementation of LAN/WAN infrastructure for external events

Management of Routers, Switches (6509,3750) and Firewall (Checkpoint/Fortigate)

Remain fully acquainted and updated with developments in network LAN, WAN technologies server operating systems (OS), and current information security practice., to facilitate the administration of over 250 servers and network devices in 9 locations

Monitor Infrastructure Services to ensure high availability to the key systems

**April 2010 to November 2011**

Worked as **Senior IT Support Analyst** with **Elemis & Steiner Training Ltd United Kingdom**

Major Responsibilities were:

Managing Virtual Infrastructure with VMware ESXi 4.0

Managing & administering multiple Active directory domains on multiple sites

Installing and configuring Windows server 2003 and Windows server 2008

Deploying Security Group Policies for enterprise domain

Managing Exchange Server 2003/2010 and BlackBerry Enterprise Server 4.1/5.0 for Email Infrastructure

Using GFI Mail Essential for spam filter and Email Scanning

Managing Application servers, Terminal Servers, File & Print Servers in physical and virtual Environment

Managing Test Environment for ERP with Hyper-V Virtual server

Installing and Managing Citrix Farms and troubleshooting problems related to Citrix Presentation Server 4.5 for user applications

Monitoring Server Infrastructure, Services and Critical Applications using Whatsup Gold

Taking routine backup of SQL server, Exchange Server, Active Directory and File Servers using Robotic Tape Library

Configuring BGP routing protocols on Edge routers to provide Sites-offices connectivity over MPLS

Configuring Backup routes to provide the fault tolerance

Implementing QOS policies to priorities the Business critical traffic e.g. Video, Voice, CRM application

Installation, configuration of VLAN, ACL and routing on Layer 3 Cisco Switches

Installation and configuration of site-to-site VPN, Remote VPN, Security Rules, NAT, Active/Failover on Cisco ASA 5510

Maintaining VOIP telephony with Mitel 3300, HP Procurve switches and ISDN

Monitoring Network Traffic and Devices to avoid congestion

Troubleshooting faults and problems for Enterprise IT infrastructure

Maintaining Complete and detailed documentation/Diagram of whole enterprise network

Implementing Sarbanes–Oxley (SOX) Policies

Using Magic BMC Service Desk express to manage helpdesk tickets, Change Requests, Purchase orders, Asset Management

Provided user training on Basic MS Office products, SOX procedures, ERP Applications, Email Archiving

Installation and configuration of Video Conferencing devices like Tandberg C20 and Polycom

Building laptops and Desktops using Windows Deployment services

**September 2008 to April 2010**

Worked as **IT Support Engineer** with **Invomo Ltd**. London, United Kingdom

Major Responsibilities are:

Managing and administrating Active Directory with multiple domains and sites.

Managing Exchange Server 2003 and BlackBerry Enterprise Server (BES)

Managing Nod32 Antivirus Server on Multiple Sites

ACL, VLAN and Routing configuration on Cisco Routers/Switches

Configuring Site-to-Site IPSec VPN, Remote VPN on ASA/PIX firewalls

Taking routine Tape Backups using Symantec Backup Exec 12.5 for Exchange Server 2003, MS SQL Server and Active Directory

Installation and Basic Configuration of Linux Servers

Providing service desk support to End User’s XP/Vista/Windows 7 desktop build and all office application packages like MS Office Suite 2007 and also for printers

Call logging and escalation for all kind of IT related issues

Monitoring Network Devices and Servers using Linux Based Monitoring tools (Nagios, Big Brother)

# Education

Bachelors of Computer Science (2004) from Allama Iqbal Open University Islamabad, Pakistan

# Professional Certifications

**Microsoft Certified Solution Associate 2012 (MCSA)**

**Microsoft Azure**

(70-533) Implementing Microsoft Azure Infrastructure Solutions

**Cisco Certified Network Associate (CCNA) 640-802**

**Cisco Certified Network Professional (CCNP) 642-902**

**VMware Certified Professional (VCP 6.0)**