**Tariq Mansoor MSc, BSc. (Hons)**

## Sollentuna Sweden

Email: msctmansoor@gmail.com

LinkedIn: [uk.linkedin.com/pub/tariq-mansoor/23/21b/622/en](http://uk.linkedin.com/pub/tariq-mansoor/23/21b/622/en)

Mobile: **07427** **056** **297**

Technical support/operations engineer seeking new role within Support/Operations/infrastructure/cloud/DevOps domains in EU/EEA countries as British Citizen (except UK). I have Worked within wide range of industries i.e. Cyber Security, Bot mitigation, Ecommerce, Healthcare, education, corporate, global telecommunication Proven problem solving and technical skills in investigating, analysing, resolving, troubleshooting, reporting, tracking and documenting issues and incidents. Passionate about technology and enjoy learning something new every day. Self-motivated, inquisitive, curious, people person who enjoy working within team and on his own initiative.

**Work History**

**Support/Operations Engineer**

Distil Networks (Now part of **Imperva**)

**April 2018 – Current**

* Building/bootstrapping machines, configuring, installing packages, maintaining and operating infrastructure
* Maintaining, deploying, operating cloud/hybrid infrastructure in AWS, GCP, Azure, BareMetal & on-premise
* Advising, consulting, configuring and attending presale meetings during onboarding new customers
* Monitoring, investigating, troubleshooting; devOps P1/5XX incidents and performance issues OOO & IOH
* Consulting, advising, and designing request flow for web, mobile and Api calls via reverse proxy and CDN
* Identifying, replicating, investigating bugs and raising feature requests to product/engineering
* Consulting, helping, configuring customer data centre migrations to & from different cloud/hybrid platforms
* Managing, creating, requesting, uploading, testing (Lets Encrypt, Globalsign, AWS ACM, custom certificates)
* Tools1: ACM, AWS management console, openssl, dig, ruby scripts, Dyn for DNS, browser developer tools
* Tools2: Zoom, Zendesk, Jira, Slack, confluence, Zabbix, Datadog, Kibana, Jupiter, Dbeaver, GPG, terminal
* Tools3: Saltstack, flume, Ngnix, MySQL, Hue for big data, jQuery, curl, ipinfo.io, OpenVPN, Kafka, S3, EC2, load balancers ELB, ALB, F5

**Application Support Consultant**

Hitachi Consulting

**Jan 2018 – April 2018**

* Managed the Support lifecycle in an application support role including direct customer contact
* Worked with and supported systems built using Intersystem Cache, Crystal reports, and VB
* Worked with Service Desk toolset: Service Now within ITIL delivery framework
* Provided Procedural workarounds and/or advised/guided as required
* Liaised with 3rd Party providers and provided end-to-end support for the customer
* Deputised, POC for priority/severity 1’s, coordinated conference calls and management of support workstack in the absence of the Lead Consultant
* Proactively Supported Workstack (including Incidents, Service Requests, Problems, Changes, RFC's and Releases)
* Applied data fixes in line with agreed working practices
* Visited Healthcare sites to provide support and consultancy services across the country

**Director and WordPress implementation Engineer**

Harleys Furniture Ltd

**April 2017 – Jan 2018**

* Managing and directing IT and operations
* Built, deployed, maintained IT infrastructure, website, servers, database (LAMP STACK)
* Maintaining, supporting web application, website and IT infrastructure
* Customers and supplier communication regarding stock, supply and delivery
* Creating maintaining customer and product documentation
* Involved in IT product training for sale and marketing team
* Maintain ecommerce website, HTML, CSS, Databases using WordPress
* Updating, modifying, uploading existing and new products

**Technical Support Engineer – Application Support**

Lumeon Ltd – 10 Leake Street London SE1 7NN

**October 2015 – March 2017**

* Worked within fast paced, rapidly changing busy support team as a 1st, 2nd line technical support engineer support Lumeon digital healthcare Management Application platform on LAMP stack (SaaS)
* Maintained, installed, configured, supported CMS (WordPress website CSS, HTML and JavaScript)
* Dig into PHP code to find line of code linked to a generic exception/error to find out actual reason
* Communicated with the customers via telephone, email, webchat, remote session, screen sharing
* Logged tickets using Zendesk Inc, replicated issues in pre-prod, and prod and escalate bugs to dev team
* Troubleshooted, investigated issues from webpage/application level to server, database and code – PHP/XML/JSON
* Solved problems by making changes in MySQL database: SELECT, INSERT, UPDATE, JOINS
* Monitored, deployed, configured .Net application on (2003-2008-2012) servers
* Identified, investigated: system level issues, bugs and potential failure and escalated to DevOps using Atlassian JIRA tools within agile environment
* Documented work arounds for known issues/incidents: discussed, created, analysed using Atlassian Confluence
* Communicating with healthcare professional staff, doctors and admin to resolve issues support the application
* Supported HL7 and healthcode based application for patient’s lab test, and other patients related management and accounting tools/application/interfaces
* Wrote, modified reports and dashboards using MySQL, for patient care pathways, accounting and other management purposes.

**Technical Support Engineer (Application-Server-OS-db)**

Oberthur Technologies Tewkesbury Ashcurch Gloucestershire

**February 2014 – June 2015**

* Provided global technical application support for system based on Linux/Windows OS, hosted on VMware virtualization platform
* Monitored and maintained Memory, disk space, Services, applications, to increase productivity, availability and decrease down time by resolving re-occurring issues in pro-active manner
* Installed, deployed, supported, configured: IIS, LAMP, WAMP stack, JBOSS applications and servers
* Installed, deployed, monitored, maintained MS .Net applications on servers from 2003 to up to 2012
* Identified, investigated: system level issues, bugs, potential failure and escalated to 3rd line support using Atlassian JIRA, SharePoint and Serena oxygen ticketing and tracking tools within agile/lean environment
* Communicated with Clients, internal IT, R&D and various other teams around the globe using telephone, email, and Microsoft Office communicator, Outlook tools
* Worked on continuous improvement process by analysing recurrent incidents and designing long term solution liaising with IT and R&D
* Analysed and resolved failures to ensure operational recovery within agreed Service Level Agreement (SLA) through standard procedures or ad-hoc workaround using Linux/windows administration tools/commands.
* Solved problems/issues by retrieving Database using MySQL/SQL, using scripts and queries provided by 3rd line and R&D team
* Validated/tested software and solution platforms by applying the test plans and report the results to project management within Pre-production environment

**PC & Network Support Technician**

Self-Employed

**March 2013 – Feb 2014**

* Provided Software/hardware/application Support to home-based users, students and small businesses
* Replaced, fixed, and upgraded computer software/hardware
* Performed Software and hardware diagnostics to solve network and hardware related problems
* Involved in sales, repair and maintenance of Desktop PCs, laptops, and smart phones
* Helped clients setting up, configuring and troubleshooting LAN and home entertainment devices
* Trained customers with different level of IT knowledge and skills, to enable them to use modern technology, internet, and email

**IS Service Delivery Analyst**

University of Portsmouth

**May 2012 – Feb 2013**

* Worked as a part of team consisting of 200 IT staff providing 1st and 2nd line support to customers within the University, student halls, open access areas and student IT Help Centre
* Worked with infrastructure platform services responsible for all desktop/laptop systems, anti-virus and encryption solutions, VMs, application packaging/distribution, server and desktop
* Assisted the line manager by providing operational administration of printing services, Print servers & HP Jetadmin. Resolving hardware and software issues for Hp Design Jet, and LaserJet printers
* Provided all level of support for telephone, system maintenance for ResNet, Wireless LAN, PCs, VoIP & TV
* Implemented new systems, technologies and provided support for software packages on Windows and MAC.
* Provided support for PDAs, Tablets, smartphones and cloud-based applications to wide range of customers and staff from diverse backgrounds and varied level of computer literacy within the campus, and halls of residents
* Participated in various projects within the IS, including Gmail, windows 7 deployment for staff and students and presented IS during various events, open days, pre-view days
* Provided support for A/V devices in lecture rooms, including projectors, video conferencing and cisco-based IP Telephony

**Data Entry & Assistant IT Operative**

Rightsort Mailing Company Wrexham

**October 2011 – March 2012**

**IT Support Officer**

United Saving & Loans Portsmouth

**September 2009 – August 2011**

**Education and Training**

**MSc. Communication Network Planning and Mgmt.**

University of Portsmouth **2007 - 2009**

**BSc. Computer engineering**

SSUET, Karachi Pakistan 2002 **- 2006**