# MOHAMMED ARSHAD PASHA

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## Career Objective

I would like to pursue a challenging career and strive hard to acquire knowledge and achieve higher grounds in the ever growing and innovative field of IT Support. My areas of expertise include Network Engineer, IT Helpdesk, System Administration and onsite technical support involving software and hardware.

**Professional Summary**

5+ years of experience in the field of Information Technology as Engineering Support, Security Analyst. Fast learner, self-motivated, applying methods and technical updates in my day-to-day work with a high degree of attention and commitment to work.

# Professional Experience

**Working as a Cyber security analyst at DIT Union Bank Hyderabad, Parent Organization –**

**Inspira Enterprise India Limited.**

**From June 16th 2023 .**

* **McAfee (Trellix-ePO) Implemantation and Managment**
* **Trellix Endpoint Products(ATP,TP,Web-control,Firewall)**
* **Trellix Solidifier**
* **Trellix DLP**
* **Trellix EDR**
* **Incident Response Cordination (SOC)**
* **Privileged Access Managment (PAM)**
* **ARCHER**
* **Office 365 Administration**
* **Active Directory**

**Working as a Senior System Engineer at DIT Union Bank Hyderabad, Parent Organization –**

**Alt Solution LLP**

**From December 2021 TO June 15th 2023 .**

**McAfee EPO Support :**

* Install, configure, update, and maintain Microsoft Windows servers for the Defense Health Agency (DHA)
* Implementation of McAfee Endpoint Products & Configuring McAfee (Trellix) ePO (ePolicy orchestrator)McAfee DLP, Agent Handler, Endpoint product Polices .
* Deployment and Upgradation of ePO & McAfee Endpoint Product.
* Active Directory (System Domain Joining, add Security Group in Member of, Reset and unlock Password, User Details and Host details information etc.)
* Managed, troubleshoot, and deployed McAfee Agent 5.x,
* As part of the Systems Engineer and Compliance teams, worked with all tiers to ensure all systems receives updates with all McAfee security patches and end-point product updates.
* Create and monitor all requested daily/weekly reports of systems compliances
* Ensure all infected and unclean machines are properly quarantined for further analysis
* Monitor performance and maintain systems according to requirements
* Troubleshoot issues and outages.
* Provide technical direction to IT support staff
* Proactively ensure the highest levels of systems and infrastructure availability

**Worked as a Service desk Support Engineer at CMS IT Services, Bangalore From 09/05/2019 to Oct 2021.**

* Monitor the performance of the computer systems and address issues as they arise.
* Provide technical support for software reconfigurations to aid in function customization.
* Install Adobe, Outlook, Printers Java, etc. software for remote users.
* Supporting TCP/IP networks, LAN/WAN design and administration, and wireless networking.
* Test software performance throughout the desktop network to ensure peak performance
* Install computer hardware and software on desktops to keep versions current.
* Troubleshoots network problems.
* Initiate and complete Microsoft Windows server operating system updates**Worked as an IT Desktop Support Engineer from June 2013 to August 2016 at Maniyar Computers Gulbarga, INDIA.**
* Primary contact for internal User support requests.
* Responsible for solving issues, driving enhancements, and improving support for all IT related functions on a day-to-day basis.
* Provides service, maintenance, repairs and upgrades for all computers and peripherals as well as routine moves, adds, and changes.
* Contact and collaborate with software and hardware vendors to solve technical issues as needed.
* Troubleshoots client-side network connectivity issues, remote access, secure Wi-Fi and wired connectivity to the internal network.
* Preparing new hire hardware for deployment.
* Responsible for maintaining local inventory accuracy and coordinating equipment logistics.
* Order, receive, unboxing and organizing deliveries.
* Track an issue hardware, software, and peripherals.
* Google Apps for Business, including Mail, Calendar, Drive, Docs, and Groups

# Educational Qualification

**B.sc in Computer Science from GUG),Gulbarga India in the year 2018.**

# Key Expertise

* McAfee (Trellix) ePO (ePolicy orchestrator)
* System-Administration
* IT Support
* Networking
* MS-Office 365



# Courses

* **CCNA ROUTING AND SWITCHING** FROM KGTTI GULBARGA
* **INTRODUCTION TO CYBERSECURITY** FROMNETACAD ACADEMY

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# Personal Details

### Date of Birth : 09/07/1991

### Nationality : Indian

### Sex : Male

### Passport Number : L3242724

**Address : 6-7/1 Near Masjid e Saleheen Muslim chowk**

**Gulbarga-585104, Karnataka, India.**