

Hushng Fikrat Muhibullah
GTA, ON
416-841-0305 | fikrat86@gmail.com | LinkedIn

Introduction

IT professional with over 10 years of experience specializing in IT infrastructure management and system integration. AWS Certified Cloud Practitioner, currently pursuing a post-graduate program in Cloud Computing at Durham College to deepen expertise in cloud technologies. Skilled in designing and implementing scalable cloud solutions, leveraging a robust technical foundation and AWS knowledge.

Skills

- Cloud Computing Fundamentals (AWS Well-Architected Framework, Cloud Security, Pricing Models)
 - Cloud Platforms (AWS Certified, Azure, and Google Cloud - in progress)
 - System Integration
 - Programming & Scripting: HTML, CSS, SQL, PowerShell, Bash, Python
 - Project Coordination and Vendor Management
 - Team Leadership and Cross-Functional Collaboration
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Professional Experience

IT Support Specialist (Contract)

Club Support Inc., Canada | June 2024 – Aug 2024

- Delivered remote technical support for 50+ clients, integrating ticketing systems with IT infrastructure to enhance issue resolution efficiency.
- Managed Office 365 configurations, including email security and Exchange Admin Center, to support cloud-based collaboration.

Senior System Administrator (Full-time, Remote)

Lean Solutions, Kazakhstan | Sep 2021 – June 2024

- Designed and maintained large-scale IT infrastructure, integrating Windows and Linux servers to support cloud-ready environments with high availability and performance.
- Implemented a centralized ticketing system, improving service desk efficiency by 34% through enhanced workflow integration.
- Managed IT inventory and WAN/LAN connectivity, standardizing infrastructure to align with cloud-compatible solutions.
- Collaborated with vendors to integrate third-party tools into existing systems, ensuring compatibility and operational reliability.

IT Technician (Contract)

Ikotel Nevada Inc., Toronto, ON | July 2020 – Sep 2021

- Led installation of specialized IT equipment for restaurants, integrating network infrastructure to improve operational efficiency by 20%.
- Resolved over 50 complex network configuration issues, enhancing system security and supporting infrastructure scalability for cloud adoption.

- Produced detailed technical documentation to facilitate knowledge transfer and system integration for internal teams and clients.

Information Technology System Administrator

TEKLED GROUP, Almaty, Kazakhstan | Aug 2014 – Nov 2018

- Managed IT operations for 600 users across 15 locations, designing standardized infrastructure to support scalable, cloud-compatible systems.
- Led Citrix migration, integrating remote access solutions to improve system stability by 90% and boost sales by 32%.
- Administered Microsoft 365, Office, Skype, and SharePoint, enhancing collaboration and data security across distributed systems.
- Mentored a team of 4 IT professionals, fostering skills in system integration and infrastructure management.

IT Support Technician

TEKLED GROUP, Almaty, Kazakhstan | Oct 2011 – Aug 2014

- Managed system and network administration, integrating hardware and software components to support organizational operations.
- Developed an online IT support system, streamlining issue tracking and resolution through effective system integration.
- Implemented cost-effective open-source software, integrating with ERP systems to eliminate costly licenses.

IT Manager

Suleyman Demirel University, Almaty, Kazakhstan | Aug 2010 – Oct 2011

- Led network troubleshooting initiatives, integrating solutions to reduce downtime and enhance system reliability.
- Collaborated with departmental managers to design and integrate network maintenance solutions.
- Developed disaster recovery plans, ensuring system availability and integration for operational continuity.

Education

Post-Graduate Cloud Computing	Durham College College 2025
Master's in Computer Science	Suleyman Demirel University 2010
Bachelor's in Computer Science	Suleyman Demirel University 2008

Certifications

- AWS Certified Cloud Practitioner | 2025
- CompTIA Network Security Support Fundamentals | Coursera | 2024
- CompTIA Computer Security Support Fundamentals | Coursera | 2023
- SQL for Data Science | University of California, Davis | 2019
- Microsoft Certified Technology Specialist (MCTS) | 2011
- Windows Server 2008, Active Directory, Configuration | 2011
- Microsoft Certified Professional (MCP) | 2011
- IBM Storwize V7000 Implementation Workshop | 2011