Zain Nisar

College Park, MD | nisarzain2000@hotmail.com | LinkedIn | Website

EDUCATION

Master of Science, Cloud Computing   September 2024
University of Maryland Global Campus

Bachelor of Science, Middle School Education   August 2022
University of Maryland College Park

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900)   March 2024

TECHNICAL SKILLS

Platforms and Tools: Amazon Web Services (AWS), Microsoft Azure, Nginx, Wireshark, PowerShell, Bash, Docker, Linux

Cloud Infrastructure: Infrastructure as Code (IaC), Cloud Networking (VPC, Subnetting, Security Groups), Cloud Active Directory Management, Virtual Networks, Cloud Virtualization, Cloud Migration, AWS CloudWatch

EXPERIENCE

IT Services & Digital Systems Coordinator | ILIA   *Baltimore, MD* | April 2025 – Present
                                                                 November 2022 – September 2023

- Designed and conducted **50 training webinars** and seminars targeting students and educators, equipping participants with **digital literacy** and leadership skills
- Integrated **Salesforce CRM** to manage course content, scheduling, and class registration for over 50 course offerings, optimizing registration workflows
- Conducted podcasting setup consisting of **computer stations**, **audio interfaces**, **condenser microphones**, and **OBS software**, ensuring **zero downtime** during professional-grade broadcasts
- Provided **technical support** and troubleshooting via email, **Salesforce ticketing systems**, and telephone communication, achieving **95% issue resolution** and user satisfaction rates
- Introduced student projects designing impact **websites** and **digital marketing** campaigns, fostering cross-team collaboration like **agile project environments**

Media Operations Coordinator | Dar-us-Salaam   *College Park, MD* | January 2018 – September 2023

- Collaborated with cross-functional teams and external vendors to deliver over 100 educational and community events, managing logistics, **IT resources**, and **digital infrastructure**
- Configured and managed livestreaming systems using **OBS Studio**, YouTube Live, and **network-based AV equipment**, expanding audience reach to **8000+ cumulative viewers** over 50 broadcasts
- Oversaw setup and troubleshooting of professional-grade audio and visual system, including **XLR microphones**, **digital mixers**, and **projection systems**, achieving **98% broadcast uptime** across events

Technical Operations Specialist | StallionTek   *Upper Marlboro, MD* | January 2017 – August 2018

- Led installation, configuration and **network integration** of company-wide **computing infrastructure** and **communication systems**, improving system uptime and functional performance for over 50 employees
- Automated and customized **Windows 10 laptop deployments** using **Sysprep** and **imaging tools**, ensuring compliance with company IT standards
- Authored and maintained **IT documentation** and **quality assurance** protocols to secure **ISO-9001 certification**, ensuring consistent process governance and efficiency

TECHNICAL PROJECTS

BallotOnline Cloud Migration | *AWS, Azure, VSCode*

- Conducted a 5-year TCO analysis identifying **$430K in cost savings** through a hybrid **AWS-Azure deployment** strategy
- Designed and implemented a secure cloud migration plan adhering to **AES-256 encryption** and **GDPR compliance**, deploying identity-based access controls (**IAM**, **RBAC**) across **multi-cloud environments**

- Automated **multi-region provisioning** with **AWS CloudFormation**, **CLI**, and **Azure ARM templates**, reducing deployment time by over 70%
- Deployed scalable **AWS infrastructure** components (**EC2**, **S3**, **RDS**, **IAM**, **VPC**) with **encryption at rest** (**AES-256**) and in transit (**TLS 1.2**), applying least-privilege access policies to achieve enhanced data security

Homelab Deployment | *Linux, Docker*
- Repurposed a desktop PC into a secure **Ubuntu-based** private **cloud environment** hosting **Dockerized** services (Nextcloud, Portainer, Firefly III, Technitium DNS) for centralized system and data management
- Implemented **Pi-hole** and **Tailscale VPN** for **encrypted remote access**, blocking over 95% of trackers and strengthening network security through **zero-trust principles**
- Configured **automated backups**, observability with **Glances**, and **container orchestration** through **Portainer**, ensuring service uptime and simulating **enterprise-grade cloud operations**