



# Rizwan Ghzzaal

NetOps Engineer at WebSouls

Seeking for a challenging and rewarding post in a dynamic company where I can use my strong technical knowledge and communication skills to explore various business development.

## Strengths & Skills

### Linux

- ✓ FTP Server
- ✓ Webserver
- ✓ Mail server
- ✓ CentOS panel (CWP)
- ✓ cPanel
- ✓ Webmin
- ✓ Server Hardening
- ✓ Mysql
- ✓ BASH scripting
- ✓ OpenVZ
- ✓ KVM
- ✓ Nagios

### Other

- ✓ Ubuntu
- ✓ Cloudflare
- ✓ Team facilitator
- ✓ CentOS
- ✓ CodeIgnitor
- ✓ Linux
- ✓ Windows
- ✓ C++

### Team Management

- ✓ Strategic Thinking
- ✓ Team-BUILDER
- ✓ Team player

### CMS

- ✓ WordPress
- ✓ Drupal
- ✓ Joomla
- ✓ Magento

### Windows

- ✓ IIS
- ✓ MsSQL
- ✓ Plesk Panel
- ✓ Mailenable

## Certifications

### AWS Certified Solutions Architect Associate

AWS

<http://aws.amazon.com/verification>

Aug 2019 - Aug 2022

### cPanel & WHM Sales Professional

cPanel

[verify.cpanel.net](https://verify.cpanel.net)

May 2016 - May 2018

### cPanel & WHM Administrator Certification

cPanel

[verify.cpanel.net](https://verify.cpanel.net)

May 2016 - May 2017

### cPanel WHM System Administrator I Certification

cPanel

[verify.cpanel.net](https://verify.cpanel.net)

May 2016 - May 2017

## Experience 4 years

### The Entertainer

Linux System Engineer

5 months

Mar 2019 - Present

### WebSouls

Sr NetOps Engineer

4.3 years

Apr 2015 - Present

### Globe IT Experts

TeleSales Representative

5 months

Oct 2014 - Mar 2015

## Projects

### Webby (WebSouls)

[webby.pk](https://webby.pk)

Linux, cPanel, PHP, BASH

## Contact Info

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Lahore, Pakistan

## Academics

### Bachelors of Science in Computer Science | 2019

COMSATS Institute of Information Technology, Lahore

## Awards

- cPanel Certified Sales Professional | 2016
- cPanel & WHM Administrator Certification (CWA) | 2016
- cPanel & WHM Systems Administrator I Certification (CWSA-I) | 2016

## Industries

- Information Technology
- Project Management
- Services

## Functional Areas

- Client Services & Customer Support
- Server Administration

## Languages

- Urdu - Native
- Punjabi - Native
- English - Medium

## Hobbies

- Gaming
- Table Tennis
- Research
- Web Surfing

## Nagios Monitoring (Websouls)

[websouls.com](https://websouls.com)

Nagios , Linux

## Whois (Websouls)

[Websouls.com](https://websouls.com)

BASH

## SPAM TRAP (Websouls)

[websouls.com](https://websouls.com)

BASH

## Work History

### The Entertainer

Mar 2019 - Present (5 months)

#### Linux System Engineer

Lahore, Pakistan

- Patching of servers with latest patches.
- Design and implement automated monitoring of all Cloud and On-premises Infrastructure.
- Work with Security Operations Team to ensure secure infrastructure.
- Coordinate with related department and resolve Security issues.
- Monitor all Dashboards and metrics and develop ways to improve infrastructure monitoring.
- Install, Configure and maintain all packages and ensure vulnerabilities are patched.
- Work with developers to ensure performance and security of all deployments.
- Provide technical guidance and educate team members regarding best practices.
- Setup and maintain the infrastructure.

### Websouls

Apr 2015 - Present (4.3 years)

#### Sr NetOps Engineer

Lahore, Pakistan

Provided over three years of quality customer service, which included the handling of second support tier cases and difficult scenarios, while focusing on the best customer experience. Make customers feel valued, welcomed, accepted and provide best quality support & services. Assign support team tasks and assist them on need. Manage support operations. Monitor and resolve server issues. Maintain backups of shared hosting servers via rsync, cpanel and R1soft , Provided support for VPS/Dedicated servers and Virtualization on KVM/OpenVZ servers and managing them through virtualizor. Managed windows servers and provided support for plesk panel, MySQL server, Mailenable and IIS webserver. Provided assistance to webby (A project of websouls) clients and provide training to the UI. Perform daily server scanning and removing infections from the server. Provide advance solutions to the customers. Educating sales team about the latest technology and the solutions which we are offering.

### Globe IT Experts

Oct 2014 - Mar 2015 (5 months)

#### TeleSales Representative

Lahore, Pakistan

- Sell Electricity & Gas in US
- Sell Insurance in Canada
- Sell Electronic products in UK

## Projects

### Webby

Feb 2018 - Mar 2018 (1 month)

**Company:** Websouls / Websouls

[webby.pk](https://webby.pk)

**Tools:** Linux, cPanel , PHP , BASH

#### Security Software Installations

- Complete Server Setup, Initial Investigations.
- CSF Firewall deployment.
- Installing Mod-Security with Advanced Rules.
- Installing ClamAV Anti Virus (Integrating Exim).
- Exim Acls and Filters in order to protect incoming and outgoing spam.

#### System Optimization and Hardening

- Lockdown & Hardening the Root Password
- Secure SSH Port
- sysctl.conf Hardening

- host.conf Hardening
- Network Security with hosts.allow & hosts.deny
- nsswitch.conf Hardening
- Enable DDOS Protection

#### Server Monitoring

- Monitor applications, services, operating systems, network protocols, system metrics and infrastructure components with a single tool
- Event handlers allow automatic restart of failed applications and services

#### DNS Configuration:

- Configured CDN service for the assets of the stores.
- Configured webserver for the stores to accept the requests from different domains.

### Nagios Monitoring

Mar 2016 - Jun 2016 (3 months)

**Company:** Websouls / Websouls

[websouls.com](http://websouls.com)

**Tools:** Nagios , Linux

#### Server Setup:

- Setup nagios server.
- Added hosts and services which are required for monitoring.
- Added plugins for custom services.

#### Hosts Setup:

- Added hosts on the server along with the services which needs to be monitored.

### Whois

Nov 2015 - Dec 2015 (1 month)

**Company:** Websouls / Websouls

[Websouls.com](http://Websouls.com)

**Tools:** BASH

#### Scripting:

- Designed an automated script that generates lead for the sales team
- The information is used for marketing by sales team

### SPAM TRAP

Jul 2015 - Aug 2015 (1 month)

**Company:** Websouls / Websouls

[websouls.com](http://websouls.com)

**Tools:** BASH

#### Script

- Designed a script which will trap the spam users
- Once the user is trapped another script scans the contents of the user
- A detailed report is sent to the customer
- The infections are cleaned in order to keep the IP reputation clean