

SYED MALIK

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To seek a full-time position in a challenging work environment that will utilize my skills. Able to take advantage of my broad range of skills spanning programming, datacenter, and working with internal and externals teams.

SKILLS

Acquired programming skills in **C#, C++, Java, JavaScript, React, SQL** utilizing them to create frontend and backend projects. With knowledge in applications and operating systems that include **Visual Studio, VS Code, SSMS, SQLite, Adobe Photoshop, Microsoft 365, Windows 10 and 11, Unix, Red Hat, Ubuntu, macOS**.

EXPERIENCE

MICROSOFT

AUGUST 2020 TO PRESENT

SENIOR DATACENTER TECHNICIAN,

- In-depth knowledge of datacenter infrastructure, deployments, and day to day services
- Providing hands-on training and being an escalation point for junior and new data center staff
- Perform initial configuration and provision for deployments: servers, network gear and various infrastructure related equipment
- Executing work-orders via (GDCO) ticketing queues and systems in a fast-paced environment
- Leveraging a broad range of skills in support of incident management and change implementation for Microsoft's online services physically deployed in the data centers
- Troubleshooting Network installation & configuration
- Perform special customer requests in accordance with their respective SLA's
- Flexibility to support the data center and delivery as a deployment-focused contributor when required

JULY 2021 TO PRESENT

MICROSOFT LEAP APPRENTICESHIP,

- Building and exploring frontend and backend fundamentals with React Version 18 and ASP.NET Core 6
- Learned programming fundamentals through self-guided, structured learning, and capstone project.
- Created capstone project 'Eureka,' with a frontend React app and backend API with ASP.Net
- Immersive program about programming fundamentals covering front-end and back-end development
- Expanded my knowledge learning:
 - Version Control & Git
 - C# Programming Principles and .NET
 - Data Structures & Algorithms
 - HTML, CSS, JavaScript, React.js, and Web Development
 - SQL and Relational Database Essentials
 - ASP.NET Core API and Entity Framework Core

MAY 2017 TO AUGUST 2020

DATACENTER TECHNICIAN,

- Ensures compliance with CO+I business units and service-level policies
- Installing and/or expanding network & data center infrastructure
- Assist with process improvement and inform best practices in data center operations
- Supervise the on-site management of vendors, ensuring that all work is performed according to established practices and procedures
- Identify and help create process improvements relevant to the data center environment
- Empower a culture of safety, security, and compliance in all aspects of datacenter activities
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ATOS

JANUARY 2017 TO MAY 2017

DATACENTER TECHNICIAN,

- Perform power cycles, swap out failed components, and handled data bearing devices
- Troubleshooting and repairing data center servers & network hardware
- Adhere to service-level agreements (SLA) for break-fix, decommissioning and deployment tasks
- Assist in performing root cause analysis for operational issues

EDUCATION

B.S. IN INFORMATION TECHNOLOGY,

CONCENTRATION IN INFORMATION SECURITY AND NETWORK ADMINISTRATION

GEORGE MASON UNIVERSITY, FAIRFAX, VA