

**Muhammad Ahmed Riaz**  
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## GOALS & OBJECTIVES

Upcoming Software Engineer with experience in Java, HTML, CSS and WordPress development. Expert in IT and implementation technologies such as AWS, VMware, Azure, Microsoft Office Suite, and many others. Learning C# using ASP.Net MVC webapp model. Learning python for scripting daily task with Windows Terminal (WSL) as the Go-To Interface.

## EDUCATION

**Harry S Truman College Chicago**

**2020-2022**

*Bachelor's in Computer Science*

**Concentration:** Network Security / Information Technology / Software Engineering

## CERTIFICATIONS

**CompTIA Network+**

**WB3YXG9N8K1QQBGV**

**CompTIA Security+**

**42K8CQYH0KB1QE9D**

**GCP Associate Cloud Engineer**

**HL44WR | 53822**

## PROFESSIONAL EXPERIENCES

**Desktop and Infrastructure Support Analyst**

**July 2022 – Present**

**Northshore University Health system - Chicago, IL**

- Ivanti Service desk Ticketing System to track and record any calls and issues. Including documentation and routing.
- **User Management:** Active Directory Users and Computers. Citrix Desktop, Citrix Xen, Citrix Farm.
- **Desktop Support:**
- Appropriately document every step of the solutions process such that the administrators can patch up, leading to fewer such problems occurring.
- Appropriately diagnosed any issue and came up with solution either from the company provided Knowledgebase articles or searching from the internet or from personal experience from dealing such issues in the past.
- Excellent Customer Service and technical knowledge.

**Service Desk Analyst**

**Oct 2021 – July 2022**

**DyoPath LP – Houston, TX**

- **Service Now:** IT and incident support ticket management, KB article creation and maintenance.
- **User account management:** SailPoint, Active Directory & Azure AD, VMware Horizon & ESXI, Oracle DBMS, McAfee Asset provisioning and management, AirWatch Mobile device management.
- Diagnosing issues, Create solutions and update **Knowledge Base** Articles for quick **Q&A**.
- **Machine Management:** VMware ESXI: VM setup provisioning and management.
- **Systems:** Windows 10, SCCM, Office 365, Mac OSX, Cisco X series, Cisco Meraki Series.
- **Network:** DNS, TCP/IP, Static/DHCP, Routing, NAT, VLAN. SCCM remote control. Anydesk, teamV.
- **Customer Service:** Responsible from start to solution. No issue left untouched. All steps documented.

**Chicago Lab Services Inc. - Chicago, IL**

- Maintaining local network and performed IT related tasks including but not limited to system software's and updates, SMTP accounts, PBX accounts, Fax accounts, user account with organizational units.
- Created Domain controller (Microsoft Windows Server-Active Directory) and set up client PCs accordingly.
- Website design and creation using WordPress CMS. Site & user management and maintenance.

**INTERESTS & RESEARCH AREAS**

- **Virtualization:** VMware ESXI, Hyper-V, Proxmox, QEMU-KVM.
- **System Administration:** Windows Server, Active Directory user & group account management
- **Front-End:** HTML, CSS, JS\*, WordPress (CMS). Worked with C# web applications using MVC (Model View Controller) schema. Created a Netflix like project that catalogs movies and lists them by category.
- **Back-End Tools** including, MS SQL, Hosting via RHEL & CentOS, Virtual Machine Management via: Hyper-V, VMware ESXI, Proxmox.
- Worked on ZFS and BTRFS file systems for best data reliability in data center file and backup systems.
- LDAP (Lightweight Directory Access Protocol), Microsoft Domain Controller (Users and Computers)

**PROJECTS**

- Tornado distribution
- Creating & hosting a WordPress Website (5u8han.dev). (Previously built using HTML, CSS, JS)
- Integrated multiple Java Projects throughout the course of university and hosted them on GitHub.
- Working on GitHub with version control including, git push, pull, checkout, merge and all other features.
- Hardware & Application-level deployment experience with server equipment (HPE ProLiant & Dell PowerEdge) Hosted Multiple instances of Docker/LXC container and VMs.
- Firewall: Experience with pfSense and Sophos network routing and VLAN control.
- Setup JBODs with the optimal hardware and attach to server. (NetApp, Power vault)