

Zubair Riaz

Objective

A seasoned IT Director with a proven track record of successfully leading and overseeing IT departments to drive innovation, efficiency, and strategic growth. Seeking to leverage my extensive experience in technology management, project execution, and team leadership to contribute to the continued success and advancement of a dynamic organization in the role of IT Director.

AREAS OF EXPERTISE

Microsoft Operating Systems Administration

Office 365/Azure/Intune

ITIL Service Management

Tenant Migrations

Onpremise and Cloud Support

Email and Data Security

Backups & Disaster recovery

PowerShell

Data and Device Encryption

Google Workspace setup and Administration

Squid server 3.5.26 proxy server

Team Leadership (Director)

Hosting migrations and DNS Management

IP Phones setup

Networks and Computers troubleshooting.

WORK EXPERIENCE

Digital BI (23875 MICHIGAN, SUITE 415 DEARBORN, MI 48124)

Remote: Director Of IT(Team Lead) Nov 2018 – Present

At Digital BI working as IT Director (Team Lead) and performs activities in support of Windows Server operating systems and responsible for maintaining the Windows Server platform as well as Azure/Office 365. Provide backup to other systems administrators for support of non-primary platforms. Additionally, perform support and administration activities in the following technologies and services: virtualization, automation, Office 365, Intune, Entra ID/Azure, directory services, messaging, file services, name resolution, and application delivery. The System Administrator's role involves documentation, software updates and installation, configuration, deployment, and maintenance procedures.

Duties:

- Perform daily system monitoring, verifying the integrity and availability of all server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Patch and critical update management for all workstations/ Servers upto most stable versions.
- Setting up Websites hosting plans and management.
- Active Directory and Group Policy Management and Configuration.
- Windows Server DNS/DHCP setup and troubleshooting.
- Oversee and managed centralized antivirus systems. Perform regular security monitoring to identify any possible intrusions.
- Create, change, and archive user accounts per request.
- Office 365 Licensing Management, requirements and Configurations.
- Azure Intune MDM/MAM setup and configurations for Windows/Macs/iOS and Android Devices across the world.
- Setting up Azure Conditional Access for any required Applications.
- Configurations and maintenance of Hyper-V environment on Windows Servers.
- Provide Tier 2 /other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Handle multiple tasks and projects with various and changing levels of priority.
- Create Incidents or Request tickets from all communication channels.
- Escalate Priority 0, 1 and 2 (P0/P1/P2) Incidents or requests that become incidents.
- Identify tickets that are in scope for service desk, delegate change orders as needed.
- Client Onboarding, setup client assets with our remote monitoring tool.
- Troubleshooting and configurations for Office 365 azure and Active Directory synchronization.
- Setting up security policies and rules in Exchange as required.
- Email accounts creations, setting up licenses and assigning permissions as required.
- Emails/Data migration from Tenant to Tenant.
- Setting up ERP softwares and maintaining Servers.
- Troubleshooting on updated technologies with Microsoft Engineers directly.
- Onpremise/Cloud projects planning deployments and migrations.
- Setting up Security and password policies for Onpremise as well as for Cloud.
- Devices Onboarding to Onpremise/Cloud and troubleshooting connectivity.
- Assist/train all the company employees in any of the required Tools.

PERSONAL DETAILS

Father Name: Mohammad Riaz
Nationality: Pakistani

Address: Village Sufaida (Basti Abdul Qayyum Khan) Tehsil and Distt Mansehra.

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- PowerShell scripting as required for Office 365/Azure cloud as well as for OnPremise.
- Azure AD Connect, Sync and troubleshooting.
- Setting up group policies according to the departments and company policies Onpremise and cloud.
- Setting up users accounts with administrative and standard rights In Active Directory as well as in Cloud.
- Troubleshooting for any issues related to Servers or workstations.
- Researching for any new problem related to updated technology.
- Guiding and providing assistance to whole Team.
- Securing company Data across the world over personal/Company Devices.
- Deal with Hacking and phishing attacks and securing accounts and the Tenants.
- Google Workspace setup, Configurations and deployments.
- PDI Enterprise deployment management and issues troubleshooting with ERP Teams.
- Setting up restrictions from the cloud base environment for the Devices/Users.
- Ip Phones setup and routing as required with Onsite Engineers.
- Mac/Windows instances setup (Amazon Ec2)
- SharePoint/Teams sites and groups security and management.
- Analysing, Understanding and dealing problems for end users and providing support.
- Servers backup Planning and setup as required and disaster recovery setup.
- Setting up monitoring Alerts for all the tools.
- Setting up automation for the Password rotations for all critical tools.
- Guiding all the Team on any Tool/Software and working as a Team lead in case of any escalations.
- Live monitoring Alerts setup for all tools.
- Setting and management of cost effective RMM tools for accessing devices.
- Manage sensitive passwords access and password rotation for security via ITGlue.
- Manage access to the Onpremise and cloud resources accordingly.
- Network troubleshooting and Ubiquiti Unifi Cloud setup.

PERSONAL SKILLS

Self-motivation

Ability to work under pressure

Multitasking

Decision making

Time management

Self motivation

PROFESSIONAL

*Microsoft System administration.
(Windows server)*

CCNA (Routing and switching) Studied and practice on Packet tracer.

Cedrus Group Pvt. Ltd (Abbottabad)

NETWORKS AND SYSTEMS ADMINISTRATOR Oct 2016 – Oct 2018

Design and implement Domain project from scratch. Planning and Management for required hardware and software and their installations and configurations. Operating system used (Windows server 2012 r2) Domain Controller and configure all employees' laptops on company domain.

Duties:

- Software Planning, Implementation & configuration.
- CCTV cameras configuration and maintenance.
- Squid proxy server configurations and troubleshooting.
- Producing and presenting internet reports to management.
- Configurations and Installations of Additional domain controller.
- Projects backups on weekly base on more than on storage media.
- Windows server 2012 r2 backup on monthly base.
- Applying company policies through server Group Policy Objects.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus on all machines including server and Laptops.
- Sql server 2008 and 2012 installations and troubleshooting on server.
- Deploying project builds on IIS for Q.A testing purposes.
- Working on Active Directory and controlling IT user accounts.
- Troubleshooting technical problems and implementing solutions.
- System upgrades both at workstation and Server level.
- VPN configuration and troubleshooting on server.
- Routing and remote access configuration and troubleshooting.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Cisco switch 2960 security / port security configuration.
- Implementing mac-filtering security on Windows server 2012 r2 and registering machines mac to allow and deny list.
- Internet connections troubleshooting and maintenance.
- Windows server 2012 r2 ip reservations for permanent employees in DHCP.
- Software / hardware troubleshooting.

Project:

Designs and implement Network and System Administration project as a team lead / consultant from **Cedrus Group PVT Ltd** in all departments of **Cube Healthcare System (Abbottabad)**.

6 MONTHS INTERNSHIP KPIT BOARD

Web Evolution Company (Abbottabad)

Web Developer April 2015 - September 2015

Duties:

- Wordpress theme level development.
- Web designing (HTML , CSS)

ASKARI BANK RAWALPINDI

Askari General Insurrence tracker department blue area (Islamabad)

Junior Officer (Nov 2014 – Jan 2015)

Duties:

- Respond to calls from new and existing clients.
- Vehicle tracking against vehicle ID on the map.
- Vehicle lock and start according to the company rules.
- Note down and forward claims to the company for Insured vehicles.
- Confirmation calls on out of area or battery alerts generations.

EDUCATION

Bachelors of Computer Science (BSCS), Hazara University Mansehra. (2010-2014)

Intermediate (Pre –Engineering), Board of Intermediate and Secondary Education, Abbottabad.(2007-2009)

Secondary School Certificate (Science), Board Of Intermediate and Secondary Education, Abbottabad.(2007)

INTERESTS

- Research in Field.
- Fitness & Exercise.
- Cricket & Badminton.
- Hiking
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LANGUAGES

- ENGLISH.
- URDU.
- PUNJABI.
- PASHTO.