MOHD. AJMAL HUSAIN

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Career objective

An organized and detail-focused IT support professional with experience in troubleshooting, multitasking, and managing IT operations. Skilled in handling administrative tasks, coordinating projects, and working with teams to improve efficiency. Looking to apply my technical skills and problem-solving abilities to support IT systems and contribute to a company's success.

Education

- **BSc (Hons) in Computer Networking & IT Security** *(Upper Second-Class Honors) London Metropolitan University* (2021 – 2024)
- Higher Secondary School (+2) in science

  Mithila Institute of Technology (MIT) (2018 – 2020)

  CGPA: 3.07

Experience

4th October 2023 – 26th November 2024   Insight Technology

IT Support Engineer

- Managed and optimized IT infrastructure, overseeing 50+ network devices (Cisco & Huawei routers, switches) and ensuring 99.99% system uptime.
- Implemented automated patch management and security updates, reducing vulnerability exposure by 40% and enhancing system stability.
- Provided technical support to end-users, troubleshooting hardware, software, and network issues, improving resolution time by 30%.
- Configured and maintained Windows and Linux servers, ensuring performance optimization and security compliance.
- Administered Microsoft Dynamics 365, improving CRM operations and increasing workflow efficiency by 40%.
- Monitored and analyzed network traffic using Wireshark & PRTG, identifying and mitigating potential security threats.
- Managed Active Directory and Office 365 administration, handling user accounts, access controls, and system configurations.
- Diagnosed and resolved complex LAN/WAN and VPN connectivity issues, ensuring seamless remote access and network performance.
- Installed, configured, and maintained printers, scanners, and peripherals, supporting daily office operations.
- Provided IT training and guidance to employees, reducing IT-related downtime and increasing efficiency.
- Designed and implemented cloud backup solutions on AWS, ensuring secure data storage, disaster recovery, and business continuity.
- Deployed and managed AWS services, including EC2, S3, and IAM, optimizing cloud infrastructure for scalability and security.
- Developed and enforced backup and disaster recovery strategies, reducing data loss risks and ensuring 99.9% data availability.
- Collaborated with cross-functional teams to design and deploy scalable networking and cloud solutions, supporting business growth.

Skills

Administration Skills

- Efficiently manage IT tasks, prioritize service requests, and ensure smooth technical operations.
- Troubleshoot and resolve hardware, software, and network issues to minimize downtime.
- Provide clear and professional technical support to users, ensuring high customer satisfaction.
- Maintain IT asset inventory, track hardware and software usage, and ensure proper documentation.
- Coordinate IT projects, monitor progress, and ensure deadlines and budgets are met.
- Manage user accounts, access controls, and security policies to maintain a secure IT environment.

- Keep records of system updates, maintenance schedules, and troubleshooting procedures for future reference.

Technical Skills

- Used Wireshark, Nmap, SolarWinds, and SNMP for network traffic analysis, performance tuning, and security monitoring.
- Implemented and troubleshot BGP, OSPF, and EIGRP routing protocols, ensuring seamless data flow across enterprise networks.
- Managed WAN technologies, VPNs (IPSec, SSL), NAT, and ACLs for secure and efficient connectivity.
- Configured and maintained IP addressing, subnetting, VLANs, routing, and switching to optimize network performance and security.
- Configured and maintained Fortinet and Cisco ASA firewalls, enforcing network security policies and intrusion prevention systems (IDS/IPS).
- Managed AWS, Azure, and Google Cloud environments, configuring VPCs, IAM security policies, and hybrid cloud integrations for secure cloud infrastructure.
- Proficient in Linux (Ubuntu) administration, including server management, security hardening, and network service configurations (DNS, DHCP, NTP).
- Automated network configurations and routine tasks using Ansible, Python, PowerShell, and YAML, reducing manual effort and improving efficiency.
- Diagnosed and resolved hardware, software, and network issues, providing end-user support and ensuring minimal downtime.
- Developed Ansible playbooks to standardize network configurations, patch management, and security enforcement, ensuring system consistency.
- Experience with IT service management (ITSM) platforms.
- Logging, tracking, and resolving IT tickets efficiently.
- Ensuring proper documentation of technical issues and solutions.
- Implemented automated backup strategies and disaster recovery plans using RAID configurations and AWS cloud storage, ensuring data integrity, business continuity, and system reliability with minimal downtime.
- Created and maintained network diagrams, troubleshooting guides, and system documentation, ensuring accurate records for IT operations.
- Installing and configuring software applications as per user needs.
- Managing system updates, drivers, and security patches.
- Troubleshooting OS-related issues and performance optimizations.

Projects

Reconnaissance and Intelligence Gathering Methods

The project aims to demonstrate Man-in-the-Middle (MitM) attacks on network communication and web applications, while recommending preventive measures.

https://drive.google.com/drive/folders/1J_j9wiD6sLOTZKTpLWph2DMpuyqtBqDX?usp=sharing

Smart Irrigation System (IOT)

The Prototype of a smart irrigation system is a promising solution for conversing solution for conserving water and optimizing crop growth.

https://docs.google.com/document/d/1Vu2FB1r2_4zVni1PuXJ8eS-dtwokFj6q/edit?usp=sharing&ouid=110469761765037190832&rtpof=true&sd=true

FYP in Ansible Network Automation

To automate with Automation script YAML and standardize network management tasks to improve consistency, efficiency, scalability, and security across the network infrastructure.

https://github.com/MohdAjmal78692/fyp.com

https://drive.google.com/drive/folders/1i-MWlt_NzNF4GTHBGBLSk9w_2hKkT4cU?usp=sharing

Certifications

- Completion in SC-200: Microsoft Certified: Security Operations Analyst Associate
- Certified in Cisco Networking Academy Introduction to Cybersecurity
- Certified in ITILAv4
- Certified in Cloud Security Foundations AWS Academy
- CC Course Completion Certificate in ISC2
- Course Completion certificate in Identity & Access Management (IAM)
- Course Completion Certified Ethical Hacking Essentials (EHE).
- Certified In NSE level 3 Network Security Associate Fortinet.
- Course Completion certificate CompTIA Network+

Reference
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