

# KASHIF ZAHOOR

136 St Anns Road, Rotherham, S65 1SA ■ Mob: 07809 686 089 ■ kzahoor@gmail.com

---

## 2<sup>nd</sup> Line Engineer & Account Manager

*Proven Success in Systems Optimization and Strategic IT Solutions*

**Multi-certified 2<sup>nd</sup> Line Engineer & Account Manager** with strong experience managing server infrastructures and data-center operations across Unix, Linux, Windows and Mac OS X platforms. Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance.

**Proven ability to create and deliver solutions tied to business growth**, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

---

### IT SKILLS

---

- LAN/WAN/NOC Administration
- Project Management
- Workflow Planning
- Virtualisation with Hyper-V
- Plesk DNS Servers Install, Config & Management
- Storage (RAID) experience
- Server design & Builds
- Virtual Networking & Stacking
- Router access blocking using Port Knocking techniques
- Technical Support
- Systems Installation, Configuration & Upgrading
- Firewall Install / management
- Subnetting / NATing experience
- Email Servers
- File, FTP, Backup Servers
- Connectwise, Continuum, GFI
- MDM Solutions Design
- Site relocation planning & delivery
- Database Management
- Webhosting & DNS
- Training & Mentoring
- Microsoft Office 365
- Microsoft Azure
- Amazon Cloud
- Antispam & Email security
- Apple Server administration
- Wireless & Telephony
- Site to Site VPNs

---

## PROFESSIONAL EXPERIENCE

---

### NETCOM TECHNOLOGIES — Sheffield, UK ■ 2014 to Present

#### 2<sup>nd</sup> Line Engineer (2014 to Present)

Hired as a full-time systems administrator following initial consulting role to manage and maintain a 60+ mixed server environment (Windows/Unix/Linux), ensuring 99.9% or better uptime. Evaluate, monitor and enhance IT infrastructure with an emphasis on availability, reliability, scalability, security, data confidentiality and system integrity.

#### *Key Contributions:*

- Took over role of 2 separate engineer's role (Network Engineer & Server Engineer) and performed the role efficiently, single handedly whilst working on optimizing and automating the current workload.
- Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.
- Revamped Spiceworks ticketing system (Outdated) with Connectwise system which was already bought by Netcom however wasn't implemented. Previous experience helped steer and get the system up and working in a timely manner.
- Increased team productivity by best utilizing GFI RMM using automation.
- Acted as escalation point for troubleshooting advanced network/systems issues; consistently earned 100% issue-resolution scores by providing excellent service to internal and external customers.
- Trained employees across multiple departments on network operations including log-in procedures, network management software, permissions, printing issues, security and use of software. This also involves training 1<sup>st</sup> line engineers as well as apprentices.
- Replaced GFI RMM with Continuum RMM and through Continuum documentation and live help, configured the system to best suit Netcom clientele and be 90% Pro-Active rather than Reactive to an incident.
- Migrated over 20 customers from POP or on-premise email system to Microsoft Office 365 ranging from 10 seats to 100 seats.
- Migrated over 10 customers from legacy SBS 2003 to 2012 R2.
- Configured replica servers for mission critical servers for customers using Hyper-V replication and DFS replication for File Shares.
- Utilisation of cloud backup technologies such as Azure, Amazon, Offsite FTP to provide peace of mind offsite solutions to customers
- Migration of Plesk DNS servers to latest and configuration of secondary DNS server at different location which provides DNS services to over 100+ domains 24/7

---

## PROFESSIONAL EXPERIENCE

*(Continued)*

**KAIZEN IT SOLUTIONS** — Sheffield, UK ■ Feb 2009 to Feb 2014

### **Service Engineer & Telecoms Engineer**

Worked as a 2<sup>nd</sup> Line Engineer to attend customer sites all across the UK to attend to customer issues. This also included over night stays when needed. Worked on server rebuilds, new cabling setups, telephony, line provisioning and being a certified Apple technician, on-site repairs of apple server and workstations.

#### ***Key Contributions:***

- Worked as an escalation point for 1<sup>st</sup> line engineers to guide and take ownership of issues and resolve.
- Trained customers 1:1 in use of basic Applications such as Dreamweaver, Photoshop, Work etc
- Worked in Kaizen Telecom department for 3 months which were responsible for delivery and setup of new Till Telephony and Tenoy Systems at Asda chains all across UK & Scotland.
- Key Engineer to attend Systems Medical days on site for various customers across UK.
- Was awarded “**Employee of the Year**” for 3<sup>rd</sup> time in a row

---

## PROFESSIONAL EXPERIENCE

*(Continued)*

**KAIZEN IT SOLUTIONS** — London & Sheffield, UK ■ Feb 2008 to Feb 2009

### **Service Engineer & Telecoms Engineer**

- Was awarded “**Employee of the Year**” second year consecutively
- Worked from Kaizen’s London office for an extended period of time to deliver 1<sup>st</sup> and 2<sup>nd</sup> line support
- Attended customer site offices in a fast paced environment to deliver exceptional service
- Provided service for Apple customers to repair and fix issues under warranty by carrying out repairs.

---

## PROFESSIONAL EXPERIENCE

*(Continued)*

**KAIZEN IT SOLUTIONS** — Sheffield, UK ■ Feb 2007 to Feb 2008

### **Junior Support Engineer**

I started as a Junior Engineer after finishing my undergraduate degree as a first step into professional services.

- Completed my first project by migrating customer technical information into File Maker Information System and Call logging database
- Worked on technical & support skills and was awarded “**Employee of the Year**” in first year.
- Got my 1<sup>st</sup> Certification as Apple Certified Macintosh Technician which was a 1 week long course & an exam.

---

## EDUCATION & CERTIFICATIONS

---

Middlesex University — Hendon, London

**Bachelor of Science in Computer Information Systems & Business Information Systems  
BSC(HONS) IT with BIS**

MCSA: Microsoft Certified Systems Administrator: Server 2003

MCSA: Microsoft Certified Solutions Associate: Server 2012

MCP : Microsoft Certified Professional

MCTS: Microsoft Certified Technology Specialist: Exchange 2007

Microsoft Specialist: Server Virtualization with Hyper-V & System Center

*MTCNA : Mikrotik Certified Network Associates*

ACMT: Apple Certified Macintosh Technician

Auvik Certified Professional

CCNA: Cisco Certified Network Associates (Expired)