

# SAFWAT SHABBIR KHAN

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## Professional Summary

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IT Support and Infrastructure Specialist with 4+ years of hands-on experience in system administration, network management, and cloud operations. Skilled in maintaining secure high availability environments across Windows, Linux, and cloud platforms (Azure, AWS). Proven ability to manage hybrid infrastructures, automate routine tasks, and provide proactive support that reduces downtime and improves user satisfaction.

## Experience

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### IT Administrator & Support Engineer

Oct 2022 – Apr 2025

*PCube Agency*

*Karnataka, India*

- Managed and provided technical support for Windows Server, Ubuntu, CentOS, and macOS systems across a multi-platform office environment.
- Designed and maintained network infrastructure using managed switches, routers, VLAN segmentation, and OPNsense firewall for VPN access and traffic management.
- Configured RAID arrays and implemented Ceph-based distributed storage for high-availability and scalable data storage.
- Deployed and secured FTP/SFTP servers, SAMBA shares, and SFTPGo for internal file sharing and collaboration.
- Set up and managed internal services like DNS (Bind9), DHCP.
- Monitored systems and network health using Prometheus, Grafana, and Uptime Kuma to reduce incident response time.
- Maintained helpdesk support using Request Tracker (RT), ensuring timely ticket resolution and documentation.
- Automated user provisioning, system updates, and daily maintenance tasks using Bash, PowerShell, and Ansible.
- Provided technical support for Office 365 and email clients ( Outlook).
- Configured local Git server (GitLab) and GitLab CI for internal tools and scripts.
- Deployed internal applications using Docker Compose and managed containers for backup/reporting services.
- Created IT SOPs and internal documentation using Google Docs and Scrintal to streamline onboarding, enhance collaboration, and preserve institutional knowledge.
- Supported biometric attendance systems, and VoIP telephony.
- Handled ISP failover using dual WAN setup and configured QoS for bandwidth prioritization.
- Provided remote support using AnyDesk, Teamview, and SSH tunneling for off-site troubleshooting.
- Coordinated hardware procurement and inventory using open-source inventory tools like Snipe-IT.
- Trained junior staff on system basics, ticket handling, and security best practices.

### IT Support Engineer

Apr 2021 – Sep 2022

*Prime Computers Pvt Ltd*

*Karnataka, India*

- Delivered Tier 1 and Tier 2 support for Windows/Linux/macOS platforms in retail and office environments.
- Installed and configured routers, switches, printers, POS terminals.
- Maintained critical billing systems and achieved 99% infrastructure uptime across multiple retail branches.
- Resolved 90% of technical issues during first contact, improving IT incident resolution KPIs.
- Managed IT inventory and asset tracking, documenting all installations, updates, and incidents.
- Onboarded new users with pre-configured systems and ensured smooth access to business-critical tools.

### PC Assembly & Technical Support

Jan 2019 – Mar 2020

*Crystal Systems*

*Karnataka, India*

- Built custom desktop systems for clients, focusing on compatibility, thermal performance, and user-specific needs.
- Installed Windows/Linux operating systems, drivers, and essential software, ensuring ready-to-use delivery.
- Provided initial client orientation and ongoing post-sales hardware troubleshooting and support.

## Education

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### Mangalore University

Mangalore, Karnataka, India

*Bachelor of Computer Applications (BCA) – GPA: 7.9*

*June 2019 – Sep 2022*

- Final year project: Developed and deployed a web-based billing system using Next.js, hosted on Vercel. Focused on modern frontend development, serverless deployment, and continuous delivery practices.
- Relevant Coursework: Computer Networks, Operating Systems, Hardware Maintenance, IT Security.

Personal Information

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- Citizenship:** Indian
- Visa Status:** Currently on a Visiting Visa (UAE)
- Languages:** English (Fluent), Hindi (Fluent), Urdu (Native), Kannada (Native), Tulu (Native), Beary (Fluent)
- Interests:** PC Building, Data Center Infrastructure, Cloud Technologies, Cybersecurity, Open Source Tools, Automation, Tech Blogging

Skills & Tools

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- Operating Systems:** Windows Server (2012–2019), Windows 10/11, Linux (Ubuntu, CentOS, Debian), macOS
- Cloud Platforms:** Microsoft Azure (VMs, Azure AD, Backup), AWS (EC2, IAM, S3), Google Cloud Platform (GCP)
- Infrastructure as Code:** Terraform (multi-cloud provisioning), Ansible (system & app configuration), Shell scripting
- CI/CD & DevOps:** GitHub Actions, GitLab CI, Jenkins, Docker, Kubernetes (kubeadm, Helm), container registry management
- System Administration:** Active Directory, Group Policy Objects, DNS, DHCP, RDP, user account & permission management
- Scripting & Automation:** PowerShell (admin tasks), Bash (automation), Python (basic scripting for tooling & reports)
- Monitoring & Logging:** Prometheus, Grafana, uptime checks
- Networking:** LAN/WAN, VLAN tagging, VPN (openVPN), firewall rules (OPNsense, pfSense), static routing, switch configs
- Enterprise Tools:** Microsoft 365 (Exchange, Teams, SharePoint, Azure AD), Google Workspace, remote support tools (AnyDesk, TeamViewer), Adobe Suite
- Documentation:** SOPs, system/network diagrams, IT knowledge base using Google Docs, Scrintal, Markdown
- Soft Skills:** End-user support, troubleshooting, communication, cross-team collaboration, vendor coordination, adaptability

Key Achievements

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- Resolved hardware, software, and network issues across multiple office locations, improving IT support response time by 40%.
- Implemented structured IT asset tracking and documentation, reducing audit discrepancies by 90%.
- Configured and maintained Office 365, DNS, DHCP, and Active Directory for over 100 users, ensuring seamless user access and authentication.
- Automated daily system health checks and routine support tasks using Bash and PowerShell, cutting manual effort by over 30%.
- Improved site-level security by configuring OPNsense firewall rules and securing endpoints through policy enforcement.
- Provided end-user training and remote support via helpdesk tools, achieving a 95% satisfaction rate in internal surveys.

Projects

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Portfolio Web App (Next.js + Vercel)

Personal Project

- Designed and developed a personal portfolio using Next.js with TypeScript to showcase skills and experience.
- Integrated responsive UI and deployed the application on Vercel with CI/CD setup via GitHub.
- Applied version control best practices and handled build optimization for faster performance and SEO.

Declaration

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I hereby declare that the above information is true and correct to the best of my knowledge and belief. I am eager to contribute to your organization and uphold high standards of performance and responsibility.