

# ASGHAR MIRZA

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## PROFESSIONAL PROFILE

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Motivated IT Support Technician and Cybersecurity postgraduate student with hands-on experience supporting users in Windows, Active Directory and Microsoft 365 environments. Strong customer service background with clear verbal and written communication skills with the ability to effectively support non-technical users within a fast-paced environment. Experienced in delivering Tier 1 support, including user account management, device troubleshooting and cloud identity administration. Actively seeking an entry-level IT Support or Helpdesk role.

## TECHNICAL SKILLS

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- **Systems & Operating Systems:** Windows 11, Windows Server 2019/2022, Ubuntu Server, Ubuntu Desktop, MacOS
- **Networking & Connectivity:** TCP/IP, DHCP, DNS, WAN/LAN, Routing and Switching, Firewalls (Windows Defender)
- **Directory & Identity Management:** Active Directory, Group Policy (GPO), Microsoft Entra ID, Microsoft 365, User lifecycle management
- **Software & Collaboration Tools:** Exchange, SharePoint/OneDrive, Microsoft Office, Microsoft Teams, Google Workspace

**Certifications:** CompTIA A+, CompTIA IT Fundamentals, MS-900: Microsoft 365 Fundamentals

## PROFESSIONAL EXPERIENCE

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### IT Support Experience/Technical Projects (Lab & Project Experience)

#### Self-Directed Labs & Projects

January 2026 – Present

- Installed, configured and maintained Windows 11 client systems in a virtualised environment to simulate enterprise workstations
- Provided Tier 1 IT support in a simulated enterprise environment supporting 20+ users with account access, login and device related issues
- Deployed and administered Active Directory Domain Services, managing 20+ user accounts, security groups and Group Policy Objects (GPOs)
- Joined client devices to an Active Directory domain and troubleshoot authentication, profile and policy application issues
- Performed common help desk user administration tasks such as password resets, account unlocks, group membership changes and permissions management
- Implemented hybrid identity management, managing users across on-prem Active Directory and Microsoft Entra ID (Azure AD)
- Administered Microsoft 365 users and licenses, supporting email access, account provisioning and basic security settings

- Troubleshoot and resolved users issues related to email, account access, account authentication and device sign-in across on-prem and cloud environments
- Created clear documentation for configurations and troubleshooting steps for repeatable IT support workflows

**Sainsburys, 6-12 Eden St, Kingston upon Thames, KT1 1BU**

**April 2025 – Present**

### **Trading Assistant**

#### **Key Responsibilities**

- Provided front-line support to customers, resolving issues effectively under time constraint
- Followed structured procedures to resolve customer issues and escalated problems when necessary
- Communicated clearly with customers to promptly resolve issues and provide appropriate solutions
- Established and maintained a good working relationship with customers and staff to manage customer issues in an organised and timely manner.
- Actively engaged and collaborated in group activities to overcome challenges and implement strategies to increase overall customer satisfaction and improve sales figures across various departments in store.

### **EDUCATION**

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**University of West London, St Mary's Road, London W5 5RF**

**September 2025 – Present**

- M.Sc. Cybersecurity

Modules studying: Machine Learning, Network and System Security, Security Operations and Assurance, Introduction to Cybersecurity, Research Methods, Dissertation.

**Middlesex University, The Burroughs, London NW4 4BT**

**October 2014 – June 2018**

- B.Sc. Computer Forensics, First Class Honours

Modules studied: Computer Networks, Introduction to Programming, Information in Organisations, Digital Investigation, File Systems Analysis, Mobile Forensics, E-Discovery and evidence management.

### **INTERESTS**

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I enjoy keeping fit playing sports including football and tennis. I also have a passion for reading novels.