

ASGHAR MIRZA

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PROFESSIONAL PROFILE

Cybersecurity postgraduate student with hands-on experience assisting users in Windows, Active Directory and Microsoft 365 environments. Strong customer service background with clear verbal and written communication skills, enabling effective support for non-technical users within a fast-paced environment. Experienced in diagnosing user issues and delivering technical assistance within a simulated environment. Highly motivated to build a graduate career in technical support and actively seeking an entry-level IT Support or Helpdesk role.

TECHNICAL SKILLS

- **Systems & Operating Systems:** Windows 11, Windows Server 2016/2022, Ubuntu Server, Ubuntu Desktop, MacOS
- **IT Support & Service Management:** Incident management, technical troubleshooting, Root cause analysis, User support, SLA management, Escalation procedures
- **Directory & Identity Management:** Active Directory, Group Policy (GPO), Microsoft Entra ID, User lifecycle management, Password resets, Account Administration
- **Microsoft 365 Administration:** Exchange Online, Microsoft Teams, OneDrive, SharePoint, License Management, MFA configuration
- **Networking & Connectivity:** TCP/IP, DHCP, DNS, WAN/LAN, Routing and Switching, Static IP configuration, Network Troubleshooting, Windows Defender Firewall
- **Ticketing & Documentation:** Jira Service Management, Ticket management, Technical documentation

CERTIFICATIONS

- CompTIA A+
- CompTIA IT Fundamentals (ITF+)
- Microsoft 365 Fundamentals (MS-900)

PROFESSIONAL EXPERIENCE

Technical Projects & IT Support Experience

Self-Directed Labs & Projects

January 2026 – Present

- Provided Tier 1 IT support for 20+ simulated users, resolving issues related to account access, authentication, Microsoft 365 services, and Windows devices while following structured support procedures.
- Managed and resolved 15+ incidents using Jira Service Management while applying ticket prioritisation, escalation and documentation procedures
- Deployed and administered Active Directory Domain Services, managing 20+ user accounts, security groups, Group Policy Objects (GPOs) and access permissions.

- Implemented hybrid identity management across on-premises Active Directory and Microsoft Entra ID, supporting user provisioning and lifecycle management.
- Administered Microsoft 365 users, licenses and cloud services including Exchange Online, Teams, and OneDrive
- Troubleshoot and resolved users' issues related to email, account access, account authentication and device sign-in across on-prem and cloud environments
- Performed troubleshooting across Windows, Active Directory, networking and Microsoft 365 environments, resolving authentication, profile, connectivity and email-related issues
- Created technical documentation and troubleshooting procedures to support repeatable IT support workflows

Technical Environment:

Active Directory, Windows Server 2016/2022, Windows 11, Microsoft 365, Microsoft Entra ID, Exchange Online, Teams, OneDrive, Jira Service Management, DNS, DHCP

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

April 2025 – Present

Trading Assistant

- Provide front-line customer support in a fast-paced retail environment, resolving queries, managing expectations and escalating complex issues when required
- Follow structured procedures to resolve customer issues and escalate problems where necessary
- Communicate clearly with customers to promptly resolve issues and provide appropriate solutions
- Establish and maintain a good working relationship with customers and staff to manage customer issues in an organised and timely manner.

EDUCATION

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

September 2025 – Expected September 2026

- M.Sc. Cybersecurity

Modules studying: Machine Learning, Network and System Security, Security Operations and Assurance, Introduction to Cybersecurity

Dissertation: Enhancing Real-Time Cyber Threat Detection and Prevention using Ensemble Learning in Network Security Systems

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.

Dissertation: NTFS vs EXT: The Identification of Analysis Techniques used to Retrieve Hidden Data within File Systems.

INTERESTS

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