

Hanzalah Fadra

Address: Gloucester, United Kingdom

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Personal Profile

A Cloud Infrastructure Specialist with 5+ years of experience across IT, support and cloud operations. Skilled in Microsoft Azure, infrastructure management, and production environment support, with hands-on experience in deployment, monitoring, and disaster recovery. Proven ability to troubleshoot complex systems, support large-scale environments, and deliver reliable solutions.

Education

Sept 2016 – August 2019 **Birmingham City University** **BSc (Hons) Computer Networks**

Modules taken and skills gained

- Computer Networking Basics (configuration of different devices)
 - Switched LANs and WANs (OSPF configurations)
 - Computer Systems Technology (leadership, project management and team working)
 - ICT Programming (basic knowledge in python and java)
 - Wireless Networks (bandwidth connectivity)
 - Supporting ICT Clients (gained in-depth knowledge on computing systems)
 - IT Infrastructure Services (DHCP, Group policy, DNS Server and other admin duties)
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Personal Skills

- Project management skills gained through university and office work, taking part in group and individual projects.
- Excellent communication and interpersonal skills.
- Ability to work as a great team member participating in various activities and team roles.
- Able to input knowledge into Arduino programming to come up with effective ideas.
- Numeracy skills developed through work, handling cash by serving customers.
- Able to research at high levels and input knowledge into practical sense.
- Building and designing a basic network.

- Practical knowledge gained from wiring a network and creating an ethernet cable.
 - Developed programming skills through group projects.
 - Proficient in English, Gujarati and Hindi.
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Work Experience

Desktop Administrator/Engineer at Sopra Steria

October 2019 – May 2020

Have experience in the following:

- Providing 1st/2nd line support for system and applications for Windows 7 and Windows 10
- Part of Windows 10 roll-out project
- Creating users and adding group accounts in Active Directory.
- Managing tickets to monitor and complete tasks to meet SLA's.
- Provide customer service in person or over the phone and train staff on how to use devices.
- Build and Configure laptops to users' needs (installing software/hardware and managing user profiles).
- Using SCCM to build devices and deploy software.
- SCCM and Microsoft LAPS Server were used for remote desktop connection providing support remotely.
- Bit-locker encryption was also used to ensure security of devices.
- Redesigning Laptop PC build room
- Creating and managing technical support documentation.
- Supporting Gloucester County Council's IT desktop infrastructure of more than 4500 users covering over 90 sites throughout Gloucestershire working in a team of 10.

Other services and products used:

- Samsung Knox Sever Day-to-Day management
- Blackberry UEM Day-to-Day management
- Ascend ID Web Authentication (Creating remote access accounts)
- Cisco Jabber
- AppSense

Technical Support Technician at Amag Technology

June 2021 – January 2023

Responsibilities include but not limited to:

- Providing technical support over the phone and via emails as well as managing tickets
- Setting up Test Environments such as VM's for troubleshooting and testing Access Control Systems
- Wiring hardware to readers and motherboards
- Installing/upgrading Access Control systems
- Handling SQL databases (restoring, taking backups, applying scripts)
- Analysing Windows/SQL error logs to troubleshoot the issue
- Assigning IP Addresses via software/tools to configure devices

Projects:

Pro Service jobs:

Collected live customer databases and run upgrade tools whilst applying the latest releases and patches to upgrade the customers systems.

Also carried out Load Testing for a Platinum customer where I setup a test system and run multiple tasks, testing the processing speed and how it impacts the system. Then suggesting hardware upgrades to meet customer needs.

Monthly project:

I have also taken on an additional responsibility early in my role to carry out monthly Windows Patch Testing. Which involves me updating different VM's to the latest Windows rollouts and testing company software for bugs/issues. This is documented monthly and sent out to customers worldwide to ensure software is stable and compatible with the latest Microsoft Windows Updates.

Products and Services used:

- VirtualBox
- SQL Management Studio
- Symmetry & CompleteView
- Anydesk, TeamViewer, Webex
- Windows programs (event viewer, registry editor, cmd prompt, device/computer manager)
- Zendesk

**IT Site Engineer at Amag Technology
2024**

February 2023 – September

Responsibilities include but not limited to:

- Laptop/Phone builds.
- Applying SQL scripts to create User accounts for third party Applications.
- Managing User permissions in AD.
- Re-patching on Network Switches.
- Managing JMLA requests and dealing with Incidents.
- Providing Remote Support.
- Installing/upgrading software/hardware.
- Working with Application Support and Network team to resolve issues.
- Creating Users for multiple applications such as Service Centre, GP, AQ and more, and updating user permissions.
- Using RDS to manage users, user sessions, and connect to different RDP sessions to remote onto other servers.
- Provide support to Amag as well as G4S Fire and Security.
- Part of Google to Windows Migration project
- Setting up test machines to test the migration process
- Converting Google built Windows devices to Domain machines
- Writing documents/guides on using software
- Inspecting existing devices for upgrades/replacements
- Examining what software/services users use to consider for O365 migration
- Will be starting to use Azure Cloud Services

Cloud Infrastructure Specialist at Amag Technology

September 2024 – April 2026

Responsibilities include but not limited to:

- Creating/managing Azure VM's
- Patching Windows and Linux servers (GUI and CLI)
- Monitoring vulnerabilities using Azure Defender for Cloud and Tenable ensuring security standards
- Maintaining infrastructure in Azure (VM, Storage account, Directory, DNS, Backup, DR, Monitoring)

- Testing software releases in pre-production environments, communicating with QA
- Deploying releases to production environments and private hosted customers
- Regularly test and verify backups and Disaster Recovery plans and procedures
- Reviewing and monitoring performance and errors whilst also investigating and suggesting system improvements
- Troubleshooting customer tickets by looking into sql logs
- On-Call rotation duties to ensure 24/7x365 support for Private Hosted Customers
- Create and update shared documents

Projects:

SonarQube and Dependency Track:

I had the responsibility to perform upgrades of our outdated systems. Conducting detailed research and planning to ensure a smooth transition. Managed key considerations including; backup and restore processes, system downtime, communication with teams who use the systems, and effective time management to deliver a successful upgrade.

Systems/tools Used:

- Microsoft Azure
- Tenable
- Citrix
- SQL
- Docker
- Grafana
- RabbitMQ
- ElasticSearch
- Redis
- WhatsUp Gold
- Sophos
- Cloudflare