

Mohammed Imad Uddin

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Status: Authorized to work in Canada (Open Work Permit)

PROFESSIONAL SUMMARY

CompTIA A+ Certified IT Professional with 3+ years of experience across enterprise multi-platform technical support (Windows, macOS, Linux) and network systems administration. Recently executed a high-impact infrastructure contract at Hilti Canada Headquarters, specializing in automated device deployment, modern endpoint configuration management, and cloud architecture directory synchronization. A Fleming College graduate with a proven record of optimizing endpoint lifecycles, executing complex physical Cisco network configurations, and utilizing root cause analysis (RCA) to maximize system performance and availability.

TECHNICAL SKILLS

- **Endpoint Management:** Microsoft Intune (MDM/MAM), Active Directory (AD), Microsoft Entra ID (Azure AD), Group Policy Objects (GPO), Windows Autopilot, SCCM.
- **Operating Systems:** Windows 10 / 11, macOS, Linux, Enterprise System Imaging, Component Diagnostics, Hardware Refresh Cycles.
- **Networking & Infrastructure:** Cisco Routing & Switching, TCP/IP, DNS architecture, DHCP scopes, VPN client/site tunnels, LAN / WAN topologies, VLAN Segmentation.
- **Cloud & Productivity:** Microsoft 365 (Exchange, Teams, SharePoint), SaaS Administration, Virtualization (VMware/Hyper-V).
- **ITSM Platforms & Security:** ServiceNow, Jira Service Desk, CMDB Asset Tracking, Secure Access Gateways, Remote Desktop (RDP), SOP Documentation.
- **Virtualization & Containers:** VMware ESXi/vSphere, Proxmox VE, Hyper-V, Docker, Docker Compose.

PROFESSIONAL EXPERIENCE

Hilti Canada Headquarters, Oakville, Ontario, Canada

IT Desktop Support Technician (Contract Full Time) | Mar 2026 - June 2026

- **Modern Endpoint Management:** Administered corporate device configurations, zero-touch provisioning, and system compliance baselines utilizing Microsoft Intune, Windows Autopilot, and SCCM across the regional asset footprint.
- **Identity & Access Control:** Streamlined enterprise onboarding and offboarding workflows by provisioning user permissions, security groups, and cloud objects within Active Directory, Microsoft Entra ID, and local domain trees.
- **Hardware Lifecycle Execution:** Managed large-scale hardware refresh cycles by hot-swapping end-of-life (EOL) corporate systems and completing precise bare-metal operating system imaging and physical diagnostic verification.
- **Advanced Incident Resolution:** Formulated long-term technical solutions to recurring faults by applying structured root cause analysis (RCA) across active incident queues, directly reducing historical ticket volumes.
- **Strategic Escalation:** Interfaced directly with Tier 2 senior system teams and third-party enterprise vendors to clear complex infrastructure blockers while engineering internal documentation to improve Tier 1 triage velocity.
- **Infrastructure Deployments:** Selected by regional technical leadership to pilot new endpoint application deployments, returning data-driven compatibility metrics to assure flawless nationwide deployment.

Switch Controls - Hyderabad, India

Desktop Support Technician (Full-Time) | Aug 2021 - Aug 2023

- **Identity & SaaS Administration:** Governed access lifecycles and security groups for enterprise accounts across Microsoft 365 services including Exchange Online, MS Teams, and SharePoint Document Libraries.
- **Network Engineering:** Configured, deployed, and managed commercial Cisco routers and switches, mapping custom VLAN segmentations and correcting localized DNS loopbacks, DHCP scope exhaustion, and IP addressing conflicts.
- **System Security Audits:** Conducted systematic vulnerability analysis, security posture evaluations, and automated software patch schedules using ServiceNow to secure distributed corporate endpoints.
- **Operational Hardware Management:** Diagnosed low-level hardware component degradation, performed modular field upgrades, and deployed corporate desktop environments utilizing automated network deployment structures.
- **Infrastructure Hardware Deployment:** Positioned and commissioned operational network gateways, enterprise wireless access points (WAPs), and high-volume local network printer hubs.
- **Technical Literacy Design:** Provided direct Tier 2 diagnostic assistance to operational users and engineered a central library of internal Standard Operating Procedures (SOPs) for common technical fixes.

CANADIAN ACADEMIC AND TECHNICAL PROJECTS

- Volunteer Recruitment Platform - Fleming College (Wireless Information Networking)**
 - **Web Development:** Designed and deployed a responsive user interface for local volunteering opportunities using HTML and CSS.
 - **Database Administration:** Built and managed a MySQL backend to structure user data and query listings efficiently.
 - **Lifecycle Management:** Executed full system deployment, including error troubleshooting and user acceptance testing.
- Enterprise Homelab Infrastructure (Systems & Networks Sandbox)**
 - Designed and maintained an isolated local lab infrastructure managed by a Proxmox VE hypervisor to test enterprise-level configurations safely.
 - Deployed a Windows Server environment operating as a primary Domain Controller to manage Active Directory policies, localized DNS routing, and Group Policy Objects (GPO).
 - Engineered an integrated Ubuntu Linux server stack running Docker and Docker Compose to orchestrate secure containerized tools including Jumpserver access nodes, Kasm Workspaces, Nextcloud storage systems, document archiving infrastructure, etc.

EDUCATION & CERTIFICATIONS

- **Post-Graduate Diploma:** Wireless Information Networking | Fleming College, ON (2025)
- **Bachelor of Engineering:** Osmania University, India (2022)
- **CompTIA A+ Certified:** January 2026
- **Cisco Certified Network Associate (CCNA):** January 2025
- **CompTIA Security+:** (In Progress)