

ARBAZ KHAN

IT Support | Systems & Network Administration | IT Security

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PROFESSIONAL SUMMARY

I am currently an IT Support Executive at Sapphire Consulting Services, where my hands-on experience includes administering endpoint security through BitDefender GravityZone EDR, including alert review, threat isolation, and incident response, along with infrastructure monitoring using Zabbix, Grafana, and Prometheus for proactive threat and issue detection. I manage network security through firewalls, DNS, DHCP, and VLAN configuration, and I maintain backup and disaster recovery processes through Veeam to support business continuity.

CORE & TECHNICAL SKILLS

Technical Support & Administration: L1 and L2 troubleshooting, hardware diagnostics, software installation & configuration, remote support, OS administration

Operating Systems: Windows 10/11, Windows Server 2016/2022, Linux (Debian, RedHat, Rocky, Ubuntu), macOS

Networking & Infrastructure: DNS, DHCP, VLAN, TCP/IP, Firewalls (Software/Hardware), Active Directory, network troubleshooting

Systems & Server Administration: Windows Server (Domain Controller/AD), Linux server administration, virtualization basics, IT asset & inventory management

Security & Compliance: ISO/IEC 27001:2022 fundamentals, endpoint security (BitDefender GravityZone EDR), policy enforcement, patch management, security-conscious IT operations

Monitoring, Backup & Observability: Zabbix, Grafana, Prometheus, NetAlertX, Veeam Backup & Recovery, alert management, restore point validation

Automation & Scripting: Python, Bash, PowerShell, Terraform (Infrastructure as Code), Docker

Other: Vendor coordination & procurement support, technical documentation, help desk & ticketing workflows, cross-team communication

PROFESSIONAL EXPERIENCE

Sapphire Consulting Services | Karachi, Pakistan

October 2025 – Present

IT Support Executive

- Provided end-to-end **L1 and L2 technical support** across Windows, Linux, and macOS endpoints for 50+ users, resolving hardware, software, and OS issues while communicating clearly with staff to maintain uninterrupted department operations.
- Managed and tracked **IT asset inventory**, including hardware, software licenses, and peripheral equipment, keeping records accurate and audit-ready across the department.
- Coordinated with **external vendors** for procurement, maintenance contracts, and technical escalations, ensuring timely resolution of hardware and service issues.
- Deployed and administered **BitDefender GravityZone EDR** across 30+ enterprise endpoints, enforcing security policies, handling incident response, threat isolation, and patch deployment.
- Deployed and managed **Zabbix, Grafana, Prometheus, and NetAlertX** to monitor network devices and servers, configuring dashboards and alert thresholds for proactive issue detection.
- Managed **DNS, DHCP, VLAN configuration, and firewall rules** to support stable internal network operations, resolving connectivity issues across the department.
- Installed and configured **Veeam Backup and Recovery**, establishing automated backup schedules and validating restore points for data resilience.
- Maintained clear **technical documentation** of support tickets, configurations, and procedures to standardize IT operations and support knowledge transfer.

SignDevOps | Remote — Florida, USA

September 2024 – May 2025

Information Security Associate (Contract)

- Audited production Linux web environments, networks, and server configurations to identify authentication flaws and systemic access gaps prior to deployment.
- Evaluated application and infrastructure setups against **OWASP** frameworks and delivered remediation blueprints aligned with **ISO/IEC 27001** standards.

TECHNICAL PROJECTS

Enterprise IT Infrastructure Home Lab

- Built a virtualized home lab using **Windows Server 2022 as a Domain Controller** with Veeam Backup and Recovery for automated backup and DR testing, alongside Rocky Linux and Ubuntu servers to simulate a mixed enterprise environment.
- Configured **Zabbix and Grafana** on Rocky Linux for performance monitoring and threshold-based alerting, and Wazuh on Ubuntu for centralized log ingestion and event correlation.

Automated IT Infrastructure & Deployment

- Authored modular **Terraform** blueprints to provision cloud network environments including VPCs, subnets, and firewalls.
- Built automated pipelines to deploy containerized **Docker** environments behind hardened Nginx reverse proxies, and configured Nginx as a reverse proxy for a live client WordPress site.
- Deployed an AWS EC2 instance via Terraform, hosted a personal domain on Apache with SSL, and manually configured firewall rules and VM hardening.

Cross-Platform Automated Patch Engine

- Built a Python automation utility to orchestrate synchronous system updates and security patches across Windows and Linux endpoints, reducing the infrastructure vulnerability window.

Enterprise Infrastructure Monitoring Stack

- Integrated a production-grade **Zabbix, Prometheus, and Grafana** cluster for real-time telemetry extraction, alert triaging, and automated threshold warnings to prevent server downtime.

ACADEMIC PROJECTS

- **Automated Patch Management Tool** (Final Year Project) — Built a patch and update orchestration tool in Python for Windows and Linux endpoints, with a Django-based UI and PostgreSQL database.
- **Smart Irrigation System** (Group Project) — Designed and simulated an IoT-based irrigation system in Cisco Packet Tracer.
- **7-Machine Network Topology** — Designed a networking project verifying connectivity using ICMP and capturing traffic with Ettercap.

EDUCATION & CERTIFICATIONS

- Bachelor of Science in Computer Science (BSCS) — University of Sindh (Graduated: December 2025)
- Certified Ethical Hacker (CEH) v13 AI — Corvit Lahore (Completed)
- ISO/IEC 27001:2022 Information Security Associate — SkillFront
- Google IT Support Professional Certificate — Google / Coursera