

MUHAMMED SAFUVAN

System Administrator | Technical Support Specialist | Cloud & Infrastructure
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PROFESSIONAL SUMMARY

System Administrator with 13 months of hands-on enterprise experience supporting 30+ endpoints across Windows Server, Linux, and macOS in a small IT team. Owned patch management end-to-end and resolved 150+ support tickets spanning Active Directory, Microsoft 365, DNS/DHCP, and VPN. CompTIA A+ certified (Core 1 passed, Core 2 scheduled). Canadian post-graduate credential from Fanshawe College with 2+ years of Canadian workplace experience.

CERTIFICATIONS

CompTIA A+ — Core 1 (220-1201) passed | **Core 2 (220-1202)** scheduled April 2026

AWS Cloud Practitioner — in progress

Microsoft 365 Fundamentals (MS-900) — in progress

TECHNICAL SKILLS

Operating Systems: Windows Server 2016/2019, Windows 10/11, Linux (Ubuntu/CentOS CLI), macOS Administration

Identity & Access Management: Active Directory, Azure AD, Microsoft 365 Admin Centre, Group Policy (GPO), RBAC, MFA

Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi, Firewall Rules, Switch Configuration

Cloud & DevOps: AWS (EC2, S3, IAM, Lambda), Azure Fundamentals, Docker, GitHub Actions

Monitoring & Ticketing: ServiceNow, JIRA, Event Viewer, Performance Monitor, Log Analysis

Scripting & Tools: PowerShell (basic), Bash (usage-level), Python, VS Code, GitHub, Postman, Anaconda

Productivity: Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive), Google Workspace

Data & Analytics: SQL (MySQL, PostgreSQL), Power BI (DAX), Excel (Pivot Tables, Power Query), Tableau

PROFESSIONAL EXPERIENCE

System Administrator

Jun 2022 – Jul 2023

Impreza Technologies — Kochi, India

- Supported **30+ endpoints** across Windows Server, Linux, and macOS as part of a 2-person IT team, handling day-to-day system administration, user support, and escalations
- Managed **Active Directory** for ~25 user accounts: provisioning, group membership, password resets, GPO enforcement, and access control
- Administered the organization's **Microsoft 365 tenant** including Exchange Online, Teams, SharePoint, and OneDrive — handled license assignments, mailbox configurations, and service issues
- Resolved **Tier 1–2 support tickets** over 13 months covering DNS/DHCP troubleshooting, VPN connectivity, LAN/Wi-Fi issues, and peripheral configurations
- Owned **patch management end-to-end**: scheduled and deployed Windows updates via WSUS, tracked compliance, and coordinated reboot windows to minimize user disruption
- Executed and maintained **Bash and PowerShell scripts** for routine tasks including log rotation, service restarts, and scheduled maintenance — adapted existing scripts to fit environment needs
- Assisted senior administrator with **backup and disaster recovery operations**: monitored daily backup jobs, participated in quarterly test restores, and documented recovery procedures
- Troubleshoot and maintained **core network services** (DNS, DHCP, VPN, LAN/Wi-Fi) in a mixed-OS environment, escalating complex infrastructure issues as needed

Supervisor – Customer Operations

2023 – Present

Osmow's Restaurant — London, ON

- Promoted within **4 months** based on performance; currently leading shift operations for a team of 8–12 in a high-volume environment

- Trained and onboarded **15+ new hires**, building structured checklists and shadow-shift programs to standardize the process
- Troubleshoot **POS system issues** on-the-fly (network drops, payment terminal errors, receipt printer jams) maintaining fast resolution during peak service
- Managed inventory tracking and vendor coordination, running weekly audits and setting reorder thresholds to prevent shortages
- Handled customer escalations using clear communication and de-escalation techniques, contributing to strong repeat business

Machine Operator – Production

2023

Dr. Oetker — London, ON

- Operated Dienst & Meurer packaging machines across 8-hour production shifts, maintaining consistent output quality
- Performed pre-shift equipment diagnostics, identifying mechanical issues early to minimize unplanned downtime
- Maintained **zero safety violations** by strictly adhering to food safety, hygiene, and workplace safety protocols

TECHNICAL PROJECTS

Safe Surf – Chrome Extension for Privacy Risk Detection

Personal / Group Project — JavaScript, HTML/CSS, OpenAI API

- Built a Chrome extension that scrapes Terms & Conditions from live websites using **DOM traversal and custom regex**, flagging high-risk privacy keywords
- Integrated **OpenAI API** for real-time text summarization, condensing legal text into actionable risk insights
- Designed a **1–10 risk scoring system** that rates websites on privacy threat level at a glance
- Independently built the majority of backend logic (scraping pipeline, pattern matching, AI integration) within a group project

EDUCATION

Post-Graduate Certificate – Business & Information Systems Architecture

2023 – 2025

Fanshawe College — London, ON

Active Directory, Microsoft 365 Deployment, Azure AD, Network Infrastructure, AWS Cloud, Python, Advanced SQL, Business Intelligence, IT Troubleshooting Labs

B.Tech – Electronics & Communication Engineering

2018 – 2022

Cochin University of Science & Technology — Kochi, India