

MUHAMMED SAFUVAN

CompTIA A+ Certified | IT Support | Systems & Endpoint Administration

London, ON • +1 (226) 977-8208 • muhammedsafuvan1999@gmail.com

muhammedsafuvan.com • [linkedin.com/in/muhammed-safuvan](https://www.linkedin.com/in/muhammed-safuvan)

PROFESSIONAL SUMMARY

CompTIA A+ certified IT support professional with hands-on experience in Windows Server, Microsoft 365, and Active Directory administration in a small-business environment. Comfortable troubleshooting hardware, networks, and user-facing systems under pressure, including frontline POS and customer support in a high-volume Canadian operation. Canadian post-graduate credential in Business & Information Systems Architecture, with a portfolio of self-built technical projects. Targeting Tier 1–2 helpdesk, MSP, and internal IT support roles in Southwestern Ontario.

CERTIFICATIONS

- **CompTIA A+ Certified** — Core 1 (220-1201) and Core 2 (220-1202) passed, 2026
- **AWS Certified Cloud Practitioner** — in progress
- **Microsoft 365 Fundamentals (MS-900)** — in progress

TECHNICAL SKILLS

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

Identity & Access: Active Directory, Azure AD, Group Policy (GPO), Microsoft 365 Admin Centre, MFA, user account management, license management

Networking: TCP/IP, DNS, DHCP, VPN, LAN/Wi-Fi, basic firewall and switch configuration, subnetting

Support & Troubleshooting: Tier 1–2 helpdesk workflows, ticketing systems, remote support, hardware diagnostics, BIOS/UEFI, peripherals, printer and POS troubleshooting, password and account recovery

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

Scripting & Tools: PowerShell (basic), Bash (basic), Python, Git/GitHub, VS Code

Cloud Familiarity: AWS (EC2, S3, IAM), Azure Fundamentals

PROFESSIONAL EXPERIENCE

System Administrator

Jun 2022 – Jul 2023

Impreza Technologies — Kochi, India

- **Provided day-to-day IT support** for ~30 endpoints across Windows Server, Linux, and macOS as part of a 2-person IT team — handled user issues, account changes, and escalations.
- **Managed Active Directory tasks** for ~25 user accounts: account creation, password resets, group membership changes, and basic GPO updates.
- **Supported the company's Microsoft 365 environment** — Exchange Online, Teams, SharePoint, and OneDrive — including license assignments, mailbox setup, and resolving common service issues.
- **Resolved support tickets daily** covering DNS/DHCP issues, VPN connectivity, LAN/Wi-Fi troubleshooting, peripheral configuration, and Microsoft 365 user requests.
- **Handled patch management** using WSUS — scheduled and deployed Windows updates, tracked compliance, and coordinated reboot windows to minimize user disruption.
- **Used PowerShell and Bash scripts** for routine tasks such as service restarts and scheduled maintenance — adapted existing scripts as needed.
- **Assisted with backup and recovery operations:** monitored daily backup jobs and helped with periodic test restores.

Shift Supervisor

Aug 2023 – Present

Osmow's — London, ON, Canada

- **Promoted to supervisor within 4 months;** lead shift operations for a team of 8–12 in a high-volume environment, including scheduling, task delegation, and customer escalation handling.
- **Trained 15+ new hires** on standard operating procedures and equipment use; built shadow-shift checklists to standardize onboarding.

- **Troubleshoot day-to-day POS and payment terminal issues** (network drops, printer faults, terminal errors) to keep service running during peak hours.
- **Communicate clearly under pressure** — handle customer complaints, coordinate with kitchen and front-of-house staff, and resolve issues without escalation where possible.

TECHNICAL PROJECTS

Personal Portfolio & Sysadmin Hub muhammedsafuvan.com

- Designed and built a single-page portfolio in vanilla JavaScript featuring a live interactive terminal, Notion-backed blog (via Vercel serverless proxy), and embedded technical tools — no frameworks, no template.

UEFI BIOS Simulator [live demo](#)

- Built a browser-based UEFI/BIOS simulator modelled on AMI firmware for an ASUS ROG AM5 platform — full 8-tab navigation with realistic settings, contextual help, and interaction patterns matching real hardware. Useful for hands-on practice without a physical machine.

CompTIA A+ Practice Exam Simulator [live demo](#)

- Built a web-based exam simulator that replicates the Pearson VUE testing interface, including its constraints, to practice under realistic conditions. Used for own A+ Core 2 prep.

Thermal-Imaging Drone for Wildlife Detection *(Final Year Engineering Capstone, CUSAT)*

- Built a quadcopter from scratch — carbon fibre frame, brushless motors, ESC controllers, flight controller board — and mounted a thermal imaging sensor to detect animal heat signatures invisible to standard RGB cameras. Wrote a Python pipeline for real-time thermal data processing: temperature thresholding (36–39°C body-heat range), heat cluster detection, environmental noise filtering, and GPS-tagged alerts for ground teams. Working proof-of-concept addressing crop damage from wildlife in Kerala agricultural fields, demonstrated in field tests. Team of 4. (Python, Embedded Systems, Thermal Imaging, Computer Vision)

Safe Surf — Chrome Extension for Privacy Risk Detection [live demo](#)

- Built a Chrome extension that scrapes Terms & Conditions from live websites using DOM traversal and regex, flagging high-risk privacy keywords. Integrated the OpenAI API to summarize legal text into actionable risk insights, and designed a 1–10 risk scoring system. Built the majority of the backend logic — scraping pipeline, pattern matching, AI integration — within a group project (JavaScript, HTML/CSS, OpenAI API).

EDUCATION

Post-Graduate Certificate, Business & Information Systems Architecture

2023 – 2025

Fanshawe College — London, ON, Canada

Coursework: Active Directory, Microsoft 365 Deployment, Azure AD, Network Infrastructure, AWS Cloud, Python, SQL, IT Troubleshooting Labs.

B.Tech, Electronics & Communication Engineering

2018 – 2022

Cochin University of Science & Technology — Kochi, India

Admitted via competitive all-India engineering entrance examination. 4-year engineering program with a strong systems and computing foundation.

Relevant coursework: Computer Networks, Microprocessors & Microcontrollers, Digital System Design, Operating Systems, Embedded Systems, Data Structures, Programming in C.

Capstone: Thermal-imaging drone for wildlife detection (see Projects).