

MOHAMMAD SALMAN HYDER

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📍 Srinagar, Jammu and Kashmir – 190001

PROFESSIONAL SUMMARY

Skilled IT System Engineer with proven experience in enterprise network infrastructure, firewall security, Microsoft 365, and cloud platforms (Azure, AWS). Good background in networking platform (Cisco routers and switches), system monitoring, hardware troubleshooting, and training IT staff. Adept at investigating security threats and ensuring network integrity. Demonstrated ability to deliver technical training in high-pressure environments.

TECHNICAL SKILLS

- **Networking:** Routing & Switching, TCP/IP, DNS, DHCP, FTP, HTTP/s, OSI Model, VPNs, LAN/WAN setup and maintenance, VLAN, MAC/IP management, Firewalls
- **Systems:** Windows Server, Linux, macOS, Windows OS, VMware, Hyper-V, DHCP, DNS, File Servers
- **Cloud & M365:** Microsoft 365 administration, Azure AD, AWS, Veeam Backups
- **Tools:** SolarWinds N-Central RMM, NinjaRMM, IT-Glue, ConnectWise, Log me in rescue, CRM tools, Salesforce, CMD, Cisco Packet Tracer
- **Programming:** PowerShell, Python, C, C++, XHTML, CSS
- **Hardware:** Routers, Switches (Cisco, Netgear, Aruba), Firewalls(Sonic wall, Fortigate, Palo Alto), patch panels, cabling, DVRs (Hikvision), POS, Door Lock System troubleshooting, PMS (Opera, Amadeus), Wireless Network - Wi-Fi Servers and management, DC and interface Servers, Network Printer/Scanner management and troubleshooting.
- **Training:** IT technical onboarding, remote walkthroughs, and live troubleshooting session

PROFESSIONAL EXPERIENCE

IT System Engineer

RVS-iGlobal.co.uk – Jammu | *Feb 2023 – Sep 2024*

- Administered firewalls and network security configurations including firmware, rules and backups
- Troubleshoot routers, switches, CCTV systems, POS terminals, and smart locks in hybrid and hospitality networks, Printer and Scanner troubleshooting as well as management.
- Delivered comprehensive support for Microsoft 365 apps, mailbox management, MFA setup, and user onboarding
- Trained new hires on Network troubleshooting, desktop support, Microsoft 365 administration, ticketing systems, and Active Directory
- Maintained multi-site infrastructure including DNS, DHCP, file servers, and daily cloud backups via Veeam
- Managed user identities and groups in Azure AD and enforced conditional access policies
- Created IT documentation for SOPs and technical workflows for IT support teams in UK/US

Investigation Specialist

Amazon.in – **Transaction Risk Management Services** – Bangalore - Remote | *Nov 2021 – Nov 2022*

- Analyzed transactional data and performed behavioral assessments to detect and block fraud
- Used IP tracing, device fingerprinting, geolocation mapping, and user patterns to flag suspicious activity
- Followed SOP guidelines and used internal dashboards for real-time fraud prevention
- Drafted investigative reports and collaborated with teams on account security escalations
- Suggested improvements in process automation to improve fraud detection
- Delivered internal sessions for new associates on SOPs, and secure escalation procedures

Customer Support Associate

Teleperformance – Delhi | Remote

- Was working in Flipkart Customer Care process .
- Used CRM to manage customer issues, product selection,
- Provided customers the best service under SLAs and within the provided time.
- Always been empathetic towards customers and provided proper information as well as updates.
- I used to score CSAT almost everyday.

Associate Sales Executive

Policybazaar.com – Gurgaon | Feb 2021 – Jun 2021

- Provided support via voice/chat for online insurance & investment platforms
- Used CRM to manage customer issues, product selection,
- Advised clients based on digital investment simulations
- Created help guides and trained peers on customer handling best practices

EDUCATION

B.Tech – Electronics and Communication Engineering University of Kashmir, Zakura Campus | 2019

CERTIFICATIONS

- **CCNA – Cisco Certified Network Associate** | INECC Institute, New Delhi | 2021

INTERNSHIP

Advanced Telecom Training – BSNL, Jabalpur | 2017

- Hands-on exposure to switching systems, telecom protocols, and network transmission systems.