

<div>CONTACT</div> <div>leidosfahad@gmail.com</div> <div>301-728-1281</div> <div>Ellicott City, MD</div> <div>TECHNICAL SKILLS</div> <div><div>• Cloud &amp; Container Platforms: AWS (EC2, S3, RDS, CloudWatch, EKS, IAM, CloudTrail, GuardDuty), Azure AD, Kubernetes, Docker</div><div>Infrastructure as Code: Terraform, Helm, Ansible</div><div>CI/CD &amp; Automation: Jenkins, Harness, Git/GitHub, Python, Bash</div><div>Monitoring &amp; Observability: Prometheus, Grafana, ElasticStack, FluentD, Splunk, Datadog</div><div>Security &amp; Compliance: IAM, MFA, SSO, CompTIA Security+, KMS, WAF, CrowdStrike</div><div>Systems &amp; Networking: Windows Server, RHEL, Active Directory, Group Policy, TCP/IP, VPN, Firewalls</div><div>Collaboration &amp; ITSM: ServiceNow, JIRA, Confluence, SharePoint</div><div>Programming &amp; DB: SQL, Java, C++</div><div>• Networking: TCP/IP, VPN, Subnets, Firewalls</div><div>• OS Administration: Windows Server, RHEL, Active Directory, LDAP, Group Policy</div></div>	<div>FAHAD MAHMOOD (Active Public Trust)</div> <div>LAN Support Administrator</div>	
	<div>SUMMARY</div> <div>AWS Certified Cloud Architect &amp; LAN Support Admin at <b>Leidos</b> with experience delivering enterprise-scale infrastructure solutions and supporting hybrid AWS/on-prem environments for federal clients. Skilled in Kubernetes cluster management, Infrastructure as Code (<b>Terraform, Helm</b>), CI/CD pipelines (Jenkins, Harness), and observability tools (<b>Prometheus, Grafana, ElasticStack, CloudWatch, Splunk</b>). Adept at automating workflows, troubleshooting high-traffic production systems, and optimizing performance across multi-site deployments. Holds <b>CompTIA Security+ and Public Trust clearance</b>, with a strong foundation in <b>DevOps</b>, Site Reliability Engineering (SRE), and security best practices.</div>	
	<div>CERTIFICATIONS</div> <div><div>• AWS Cloud Solutions Architect SAA-C03</div><div>• CompTIA Security+ (SY0-701)</div><div>• Google UX Design</div></div>	
	<div>EXPERIENCE</div> <div><div>LAN Support Administrator</div><div>(May 2024 – Current)</div><div>LEIDOS</div><div>Client: Social Security Administration HQ</div><div><div><div>• Support <b>hybrid AWS/on-prem</b> infrastructure, managing Active Directory, Microsoft Exchange, and identity workflows across <b>7,000+ federal</b> users while maintaining <b>99.9% system uptime</b>.</div><div>• Contribute to <b>CI/CD delivery</b> by provisioning, configuring, and monitoring test and production environments using AWS CloudWatch, <b>Terraform, and Ansible</b>.</div><div>• Participate in Kubernetes cluster maintenance and troubleshooting for internal applications, ensuring secure container orchestration and performance optimization.</div><div>• Utilize Infrastructure as Code (<b>IaC</b>) to streamline provisioning of user accounts, policies, and resources, reducing onboarding time <b>by 30%</b>.</div><div>• Collaborate with <b>DevOps teams</b> on pipeline automation, integrating security and compliance checks into Jenkins and Harness deployments.</div><div>• Leverage monitoring and logging tools (<b>Splunk, CloudWatch, Elastic Stack</b>) to detect, analyze, and resolve incidents in high-traffic environments.</div><div>• Document incident root causes and mitigation strategies in post-incident reports, contributing to infrastructure performance and resilience improvements.</div></div></div></div>	
	<div>Desktop Support Engineer   NIH (May 2023 – May 2024)</div> <div><div><div>• Delivered Tier II/III technical support for 3,000+ users, managing AD accounts, secure configurations, and device onboarding using automated scripts and group policies.</div><div>• Supported hybrid cloud workflows by troubleshooting AWS-hosted application connectivity and Microsoft Exchange mail flow.</div><div>• Assisted in deploying and monitoring workloads in Kubernetes and Docker-based test</div></div></div>	

## KEY SKILLS

- Troubleshooting & Problem-Solving
- Network & Cloud Management
- IT Helpdesk & User Support

environments.

- Authored step-by-step knowledge base documentation, enhancing first-contact resolution rate by 15%.
- Utilized event logs and monitoring tools to identify recurring infrastructure issues, recommending long-term fixes to senior engineers.

### IT Technician | Montgomery College (Sept 2018 – Dec 2020)

- Responded to technical support incidents across campus labs and administrative offices, achieving a **75% improvement** in customer satisfaction through timely issue resolution and clear communication.
- Configured, repaired, and deployed end-user hardware and software, reducing equipment **downtime by 20%** and improving operational efficiency for faculty and staff.
- Performed hands-on troubleshooting and maintenance of desktops, laptops, printers, and AV equipment, ensuring adherence to institutional IT standards.
- Created **user-facing knowledge articles** for frequently asked IT issues, improving self-service support adoption and enhancing overall user satisfaction by **25%**.
- Supported **Microsoft Exchange distribution list updates and mailbox access requests**, ensuring accurate directory listings and seamless communication across academic departments.
- Performed hands-on diagnostics of hardware, software, and peripheral devices, utilizing **Windows Event Viewer and system logs** to identify root causes and reduce equipment downtime by **20%**.

## EDUCATION

B.S. in Information Systems – UMBC, Baltimore, MD

## Cloud Experience

### AWS Hybrid Infrastructure Automation & Monitoring

Built and managed a hybrid AWS/on-prem environment with **EKS Kubernetes clusters, automated deployments via Terraform and Helm, and CI/CD pipelines** using Jenkins and Harness. Implemented centralized monitoring with Prometheus, **Grafana, ElasticStack**, and CloudWatch, improving deployment speed by **50%** and enhancing platform reliability through proactive alerting and automated remediation.