Muhammad Hamza

IT Support Engineer | IT Operations

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github.com/hamzaahashmii

SUMMARY

IT Support Engineer with hands-on experience keeping users, devices, networks and identity systems running across Germany and Pakistan, most recently in a regulated financial-services company in Berlin. Promoted from intern to engineer within three months at Finoa, now supporting 100+ employees across global teams.

Built ServiceNow incident and request workflows, led a company-wide AI rollout, and own onboarding, offboarding and the full hardware lifecycle. Strong in macOS and Windows support, Okta and Active Directory, Google Workspace and Microsoft 365, JumpCloud MDM and network troubleshooting, with clear documentation that helps teams solve issues faster.

WORK EXPERIENCE

Finoa GmbH · Berlin, Germany

IT Support Engineer | December 2025 – Present

- Engineered ServiceNow incident and request workflows, categories and assignment rules that auto-route tickets to the right owner, eliminating manual triage and standardizing IT request handling company-wide.
- Spearheaded the organization-wide rollout of Claude AI from pilot testing to user provisioning, permissions and secure connector setup, coordinating with stakeholders to deliver AI tools within security requirements.
- Safeguarded access for 100+ employees by administering Okta SSO and MFA with least-privilege, role-based access, partnering with Compliance on device compliance and security controls in a regulated environment.
- Resolved 1st and 2nd level incidents and requests end to end for global teams, from Okta and MFA lockouts and macOS and Windows issues to VPN and network faults (DNS, DHCP) isolated with ping, traceroute and nslookup, managing vendor escalations to closure.
- Orchestrated onboarding and offboarding with the People team and hiring managers, delivering tested devices, accounts, access and training so new joiners are productive from day one, and fully deprovisioning leavers.
- Managed IT asset inventory and the full hardware lifecycle for a mixed macOS and Windows fleet, from procurement and JumpCloud MDM enrollment to tracking, repairs, replacements and returns.
- Administered Google Workspace, Slack and the Atlassian Suite (Jira, Confluence), structuring permissions by team and role, and authored Confluence process documentation and user guides for employees and IT.

IT Support Intern | September 2025 – November 2025 *(promoted after 3 months)*

- Handled 10–15 tickets per day as 1st and 2nd level support for macOS and Windows users via Slack and the ticketing system.
- Prepared and deployed MacBooks and Windows laptops for new joiners, enrolling each in JumpCloud MDM, and supported onboarding and offboarding by managing accounts and access in Google Workspace.

Enliven AI Solutions · Bahawalpur, Pakistan

IT Support Engineer | March 2022 – February 2024

- Maintained reliable connectivity for on-site users by diagnosing LAN, wireless and TCP/IP issues and resolving DNS and DHCP faults such as IP conflicts and lease problems.
- Secured user access by managing accounts, security groups, password resets and permissions in Active Directory, and administering Microsoft 365 users, mailboxes and application access.
- Deployed, configured and supported Windows and macOS workstations and network printers with static IP addresses, resolving hardware, software and connectivity issues.
- Automated system log analysis with Python (Pandas, Matplotlib), replacing manual log review with performance reports that highlighted recurring system issues.

Allied Schools · Islamabad, Pakistan

IT Support Technician | January 2020 – December 2021

- Managed the on-site office network and network printers, and delivered data center, service desk and Windows and macOS desktop support.
- Deployed new workstations, hardware and software, managed staff onboarding and offboarding, and maintained an accurate IT inventory.
- Created and maintained the IT support knowledge base, giving staff and IT documented fixes for common issues.

PROJECTS

Microsoft Entra ID SSO Home Lab · github.com/hamzaahashmii/entra-sso-lab

- Configured SAML and OIDC single sign-on for SaaS and custom apps, including Atlassian Cloud on a verified custom domain with enforced SSO, claims mapping and dynamic-group access
- Rolled out passwordless sign-in (passkeys, Temporary Access Pass) and app-specific Conditional Access (phishing-resistant MFA, compliant devices, sign-in risk), tested in report-only and What If
- Applied least privilege with PIM just-in-time admin roles and access reviews; documented troubleshooting of AADSTS and certificate errors, mapped to ISO 27001 controls

Microsoft Intune MDM Home Lab · github.com/hamzaahashmii/Intune-MDM-HomeLab

- Built an Intune and Entra ID lab: enrolled Windows 11 via Entra join, and configured compliance, configuration profiles and silent BitLocker
- Implemented Conditional Access (MFA, compliant devices) and deployed apps, including a packaged Win32 app
- Performed device offboarding and onboarding, and documented troubleshooting on GitHub

SKILLS

- **Identity & Access Management:** Okta SSO and MFA, Microsoft Entra ID (SAML and OIDC SSO, Conditional Access, PIM, passkeys), Active Directory, Google Workspace, Microsoft 365, role-based access control (RBAC), least-privilege access, onboarding and offboarding
- **End-User Support:** macOS and Windows installation, configuration and troubleshooting; peripherals (printers, scanners); 1st and 2nd level support
- **Device & Asset Management:** JumpCloud MDM, Microsoft Intune, hardware lifecycle, IT inventory, device compliance
- **ITSM & Documentation:** ServiceNow (workflow design, incident and request management), Jira, Confluence, knowledge base management
- **Networking & Security:** LAN, wireless, TCP/IP, DNS, DHCP, VPN troubleshooting, network diagnostics (ping, traceroute, nslookup), device security controls
- **Collaboration & AV:** Slack administration, Claude AI (admin and connectors), meeting-room AV and video conferencing
- **Automation:** Python, SQL, GitHub

EDUCATION

Master of Science in Information and Communication Engineering | March 2024 – Present

Berliner Hochschule für Technik, Berlin, Germany

Coursework: Network Engineering, Network Security & Cryptography, Advanced Software Engineering, Machine Learning

Bachelor of Science in Computer Systems Engineering | November 2015 – October 2019

The Islamia University Bahawalpur, Pakistan

CERTIFICATIONS & LANGUAGES

- Certification: AZ-900 Microsoft Azure Fundamentals
- Languages: English (C1), German (A2)