

Waqas Mohammad

Enterprise IT professional · Azure, Infrastructure & Platform Engineering

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PROFILE

Enterprise IT professional with 10+ years of experience across global organisations, now administering Microsoft cloud identity and device management day to day: Entra ID and Intune administration, Windows Autopilot provisioning with hardware-hash import, MFA and Conditional Access, PowerShell remote remediation and ownership of the sFTP platform. Building deeper infrastructure ownership through a self-run platform: Proxmox with ZFS, OpenMediaVault with mdadm RAID1 and SMB, Docker services for DNS, reverse proxy and monitoring, and NVIDIA GPU passthrough for Ollama workloads, alongside an Azure administration lab covering CLI provisioning, budgets, private storage and RBAC. Moving deliberately towards Azure, infrastructure and platform-oriented roles.

CORE COMPETENCIES

Azure & Entra ID

Intune & Windows Autopilot

Identity & Access Management

Windows Server & Active Directory

PowerShell

Linux & Virtualisation

Proxmox & Docker

Storage: mdadm RAID & SMB

Networking & DNS

Monitoring & Observability

Citrix & Endpoint Management

EXPERIENCE

IT Service Delivery Analyst

Oct 2024 — Present

Lockton · London

Administer Entra ID and Intune across a 2,000–2,500-user estate spanning the UK, Bermuda and Europe: identity and device administration, Autopilot provisioning with hardware-hash import, PowerShell remote remediation, sFTP platform ownership and the out-of-warranty endpoint refresh, alongside Azure, Microsoft 365, Active Directory and Citrix troubleshooting.

Technical Support Specialist

Aug 2023 — Mar 2024

Smartsheet · Remote

SaaS technical support covering customer incidents, integrations and platform behaviour, handling around eight cases daily across new and in-progress work.

Senior Technical Support Engineer

Sep 2022 — Apr 2023

AEG Europe · London

Supported approximately 1,500 users across AEG Europe's London sites, smaller UK offices and venues across infrastructure, endpoint and identity systems, administering Exchange Online mailboxes and intranet backend records via SQL.

Technical Support Region Lead

Aug 2019 — Mar 2022

Gartner · Dubai

Primary escalation contact for approximately 200 users across six EMEA sites in four countries, coordinating support standards and service quality with other regional leads.

Second Line Support Specialist

Jan 2017 — Jul 2019

Gartner · London

Second-line support for approximately 300 London users, Okta SSO and user/group administration, Exchange mailbox administration and on-site support for EMEA office migrations.

Global Service Desk Technician

Aug 2014 — Dec 2016

CEB, now Gartner · London

Global follow-the-sun first-line support, handling around 12 incidents daily excluding tasks, requests and onboarding work.

Lynx Technology / BT Engage IT at PwC · London

Large-scale endpoint deployment and Windows migration work, including annual graduate deployments of approximately 1,800–2,000 devices.

SELECTED INFRASTRUCTURE PROJECTS

Microsoft Azure Administration Lab

Azure CLI resource management in a PAYG DevTest subscription, monthly budget with Action Group, private blob storage, Storage Blob Data Contributor RBAC and authenticated storage operations.

Case study: waqasmohammad.com/projects/azure-administration-lab

Storage & Services Platform

OpenMediaVault with mdadm RAID1 and SMB file services, including a validated disk migration, filesystem recovery and SMART monitoring, while hosting containerised infrastructure services.

Case study: waqasmohammad.com/projects/storage-platform

Monitoring & Observability

Prometheus and Grafana with Node Exporter, cAdvisor and Pi-hole metrics covering host, container, disk and RAID visibility.

Terraform / Cloudflare DNS INTRODUCTORY

Introductory Terraform work managing seven Cloudflare A and CNAME records as code with AI-assisted guidance.

CERTIFICATIONS

ISC2 Certified in Cybersecurity (CC)	2024	Microsoft Certified: Azure Fundamentals (AZ-900)	2024
Microsoft Certified: Microsoft 365 Fundamentals (MS-900)	2024	Jamf Pro Certified Associate	2024
ITIL Foundation in IT Service Management	2015	CompTIA A+	2014

In progress: Microsoft AZ-104 — exam planned for early 2027

TECHNICAL SKILLS

Cloud & Identity

Azure · Azure CLI · RBAC · Entra ID · Microsoft 365 · Exchange Online · Exchange Hybrid · Active Directory · Intune · Windows Autopilot · MFA · Conditional Access · Okta · SSO

Networking & Security

DNS · Pi-hole · Unbound · DNSSEC · Nginx Proxy Manager · Cloudflare Tunnel · TLS · Tailscale

Kernel, DKMS & GPU Passthrough Recovery

Root-caused and recovered a failed NVIDIA DKMS build after a kernel upgrade on an OpenMediaVault VM, restoring RTX A2000 passthrough and Ollama workloads on a pinned known-good kernel.

Case study: waqasmohammad.com/projects/omv-gpu-passthrough-recovery

DNS, HTTPS & Service Routing

Docker-based Pi-hole and Unbound with DNSSEC validation, Nginx Proxy Manager with TLS certificates and HTTPS routing, and Cloudflare Tunnel for external access.

Case study: waqasmohammad.com/projects/dns-and-service-routing

Infrastructure Homelab / Proxmox

Proxmox virtualisation with ZFS host storage, Linux and Windows virtual machines, RTX A2000 GPU passthrough, bridged networking with consistent IP addressing and Tailscale remote access.

Infrastructure & Virtualisation

Linux · Ubuntu · Proxmox · ZFS · GPU passthrough · Docker · OpenMediaVault · mdadm · SMB · SMART · Windows Server · Citrix

Monitoring & Scripting

Prometheus · Grafana · Node Exporter · cAdvisor · PowerShell · Linux CLI · SQL · Terraform (introductory)