

# Mahabub Subhany

**Address:** Maylands, WA, Maylands 6051, Australia

**Phone number:** 0478814938

**Email address:** mgrsubhany7@gmail.com

## Profile

---

Dynamic and results-driven IT Support Engineer with proven over two years expertise in enterprise-level technical support, network administration, and systems management. Skilled in managing complex client infrastructures across Active Directory, Azure AD/Entra, Intune, SharePoint, Microsoft 365, and Hyper-V, ensuring operational reliability, security, and business continuity.

I bring strong hands-on experience with Windows Server (2016+), Windows 7-11, macOS, Linux, iOS, and Android, complemented by advanced proficiency in Office 365, Cisco Meraki, ThreatLocker, Duo, SkyKick, IT Glue, ConnectWise, and other enterprise-grade tools. Adept at both remote and onsite support, I leverage tools such as ScreenConnect, TeamViewer, AnyDesk, SCCM, and MDM solutions to resolve hardware, software, and network issues efficiently.

Recognised for my ability to troubleshoot complex incidents, implement proactive system monitoring, and streamline IT processes through automation, I consistently deliver high-quality outcomes while meeting SLA commitments. My experience spans LAN/WAN troubleshooting, server provisioning, endpoint security, and cloud-based collaboration tools, making me well-suited for fast-paced and technically demanding environments.

I also bring a strong cybersecurity awareness, ranked in the Top 3% on TryHackMe, with practical exposure to tools such as Nmap, Nessus, Splunk, and Wazuh, enhancing my ability to support secure, modern IT environments. A collaborative communicator and problem-solver, I thrive in dynamic support teams and am committed to delivering exceptional service that drives client success.

## Education

---

02/2020 – 07/2023

Joondalup, Australia

### **Cyber Security | Bachelor of Science** **Edith Cowan University**

Developed strong foundations in ethical hacking, malware analysis, and security auditing through hands-on projects. Gained practical skills in penetration testing, digital forensics, and reverse engineering to identify and mitigate cyber threats effectively.

## Work Experience

---

11/2023 – present

Belmont, Australia

### **IT support engineer** **New Era Technology**

**Manage critical IT operations** across client environments, including **LAN/WAN support, service monitoring, backup management, and incident resolution**, ensuring minimal downtime and high system availability.

**Deliver responsive technical support** via phone, email, remote tools (ConnectWise Control, TeamViewer, AnyDesk), and onsite visits, consistently meeting SLA targets and maintaining client satisfaction.

**Triage and prioritise tickets in ConnectWise**, escalating where required, which streamlined resolution workflows and improved overall service desk efficiency.

**Deploy, configure, and maintain hardware and servers** (Windows Server 2016+ and Hyper-V), ensuring optimal performance, security, and compliance with client requirements.

**Troubleshoot and resolve complex network issues** including switches, firewalls,

## Work Experience

routers, and wireless access points, providing stable and secure connectivity for users.

**Administer and support Microsoft 365 environments** (Exchange Online, Teams, OneDrive, SharePoint) as well as **Azure AD, Entra, Intune, and Defender**, improving productivity and collaboration across hybrid workplaces.

**Perform routine system maintenance, patching, and updates**, proactively identifying and remediating issues to reduce the risk of future disruptions.

**Document processes and resolutions in IT Glue**, enabling knowledge sharing, consistent service delivery, and reduced resolution times for recurring issues.

**Collaborate with L2 and L3 engineers** on escalations, gaining exposure to advanced problem-solving, security tools (ThreatLocker, Duo, Cisco Meraki), and enterprise deployments.

03/2021 – 11/2023  
Claremont, Australia

### **Shift Supervisor Hungry Jack's**

Supervised daily operations. Led team members during shifts, and ensured high standards of customer service, food quality, and safety compliance.

## Skills

Microsoft Active Directory <b>PROFESSIONAL</b>	Microsoft Azure <b>PROFESSIONAL</b>	Microsoft sharepoint <b>LIMITED</b>	Cisco Meraki <b>LIMITED</b>
Continuum By Connectwise <b>PROFESSIONAL</b>	ConnectWise <b>PROFESSIONAL</b>	ScreenConnect by ConnectWise <b>PROFESSIONAL</b>	MDM Airwatch <b>LIMITED</b>
3CX <b>PROFESSIONAL</b>	IT Glue <b>PROFESSIONAL</b>	Hudu Documentation tool <b>PROFESSIONAL</b>	Device Re-build <b>FULL</b>
Virtualisation Software Proficiency <b>LIMITED</b>	VMware <b>LIMITED</b>	HyperV <b>LIMITED</b>	Proxmox <b>LIMITED</b>
Microsoft Office Proficiency <b>PROFESSIONAL</b>	Scripting & Automation <b>LIMITED</b>	Endpoint Security <b>LIMITED</b>	Threat Detection & Analysis <b>LIMITED</b>
Technical Analysis <b>FULL</b>	Windows OS <b>FULL</b>	MacOS <b>FULL</b>	Android <b>FULL</b>
iOS <b>FULL</b>	Networking <b>PROFESSIONAL</b>	Dynamic 365 <b>LIMITED</b>	Endpoint Security <b>LIMITED</b>
ThreatLocker <b>LIMITED</b>	Intune <b>PROFESSIONAL</b>	Microsoft 365 Administration <b>PROFESSIONAL</b>	Microsoft Security <b>PROFESSIONAL</b>
Scripting/Powershell <b>PROFESSIONAL</b>	Scripting/Python <b>LIMITED</b>	Printing & Peripherals <b>PROFESSIONAL</b>	

## ★ Strengths

---

Analytical

Attention to Detail

Critical thinking

Excellent Communication

Flexible and Adaptable

Issue troubleshooting

Multitasking Abilities

Planning and Coordination

Problem-Solving

Self-Motivated

Teamwork and Collaboration

Client Focused

Empathy

Leadership

Proactive

Adaptability

## 📖 Studying

---



Microsoft AZ-800



PNPT



OSCP

## 👤 Social Media

---



Mahabub Subhany



ox1d3x3