

# Zaidan Umar

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## SUMMARY

Accomplished Information Technology Support Manager with 2 years of experience in the biotech sector and with a major multi-sovereign venture fund. Demonstrated expertise in optimizing IT operations, enhancing system performance, and aligning technology strategies with business objectives. Proven leadership in key projects, including on-prem to Azure migrations and office refurbishments. Skilled in building and managing client relationships, driving strategic initiatives that align with enterprise goals.

## SKILLS

**Technical Skills:** Azure AD, Azure VMs, Microsoft 365, JAMF, Intune, Endpoint Manager, Virtualization (Hyper-V, VMware), PowerShell, Network Security, Cloud Security, Active Directory, Group Policy Management, Office 365, Windows Server, DNS Management, DHCP, Firewall Configuration, VPN Setup, Remote Desktop Services, Autopilot, Automate, immybot, SPF, DKIM, DMARC Email Security, Azure MFA & FIDO2, WSUS & SCCM Patch Management.

**Infrastructure & Operations Management:** IT Infrastructure Design, Disaster Recovery, Server Monitoring, Data Backup, Service Delivery, VPN Configuration, Network Administration, IT Asset Management, Hardware Troubleshooting, Backup Solutions, Infrastructure Automation, Capacity Planning, Business Continuity Planning, IT Service Delivery Optimization.

**Project & Client Management:** IT Roadmapping, Strategic IT Planning, Advanced Project Management, Client Relationship Management, Cross-Functional Collaboration, Leadership, SLA Management, Stakeholder Communication, Vendor Management, IT Strategy Development, Change Management, Strategic Client Engagement, Risk Management, Contract Negotiation, Client Onboarding, IT Process Reengineering, Business Alignment, Executive Reporting.

**Soft Skills:** High-Impact Communication, Team Leadership, Client Management, Training & Development, Decision Making, Collaboration, Customer Service Excellence, Relationship Building, Persuasion & Influence, Executive Presentation, Innovation and Creativity, Organizational Development.

## EXPERIENCE

### IT Support Manager

#### Bridge Partners

January 2024 - Present, Cambridge

- Provide on-site IT support across various locations in the Cambridge/London area, enhancing client satisfaction and operational efficiency.
- Manage client relationships and coordinate with teams on projects and security initiatives, aligning with strategic goals.
- Recognized for strong performance and leadership; additionally assigned roles as Technical Account Manager and Service Delivery Manager, handling complex portfolios including a major biotech firm and a multi-sovereign venture capital fund. Currently leveraging these experiences to foster deeper client engagement and strategic oversight.

### Senior Service Desk Engineer

#### Bridge Partners

July 2023 - December 2023, Cambridge

- Acted as the primary escalation point, mentoring and training first-line support staff to elevate team capabilities.
- Took ownership of complex technical issues and priority one incidents, significantly reducing resolution time.
- Reorganized first-line support structures, increasing productivity and billable hours, and provided critical on-site support which facilitated my subsequent promotion.

### Service Desk Engineer

#### Bridge Partners

October 2022 - July 2023, Cambridge

- Delivered first-line support, managing a diverse array of client tickets, calls, and inquiries to ensure rapid problem resolution.
- Monitored client servers and data backups for anomalies, mitigating potential adverse impacts.
- Executed security protocols for new starters, leavers, and permission changes, safeguarding client data integrity.

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## PROJECTS

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### Office Refurbishment

- Managing the IT aspects of a comprehensive office refurbishment for a major biotech client.
- Coordinated the IT infrastructure setup, ensuring seamless integration of network systems to support the client's operational needs during and post refurbishment.

### On-prem to Azure Migration

- Led the migration from on-premises infrastructure to Azure for a client, leveraging in-depth knowledge of Azure to meticulously plan and execute the project.
- Developed and implemented a migration strategy that minimized system downtime and reduced infrastructure costs by 27%.
- Managed communications with third parties, facilitating the successful migration of a SQL database while ensuring data integrity.

### Client onboarding

- Assisted in the onboarding of a biotech startup, collaborating closely with a senior IT Strategic Partner to streamline their integration.
- Spearheaded the completion of all necessary documentation and conducted comprehensive training sessions for the Service Desk on the client's infrastructure.
- Managed data transfer and migration processes during the client's acquisition phase, adhering to strict compliance requirements.

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## EDUCATION

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### MSc. Computing and IT management

Cardiff University • Cardiff, Wales • 2022 • Distinction

### B.E. Electronics and Communications Engineering

Birla Institute of Technology and Sciences • Dubai • 2021

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## CERTIFICATIONS

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### Exceptional Service Skills for Technical Support

Hamilton Mercer • 2023

### Azure Network Engineer Associate

Microsoft • 2023

### Azure Solutions Architect Expert

Microsoft • 2023

### Azure Administrator Associate

Microsoft • 2023

### Endpoint Administrator Associate

Microsoft • 2023

### Enterprise Administrator Expert

Microsoft • 2023

### 365 Fundamentals

Microsoft • 2023