ZAWAD ZAHID

Systems Engineer | Automation & Cloud Infrastructure | Active Secret Clearance
Annandale, VA | zawadzahid@outlook.com | linkedin.com/in/zawadzahid

SUMMARY

Systems engineer with nearly 10 years in federal, defense, and enterprise IT and an active Secret clearance. Manages 25+ servers across a hybrid cloud and on-prem environment for a U.S. Navy program serving 2,200+ users, with ownership of STIG compliance, ACAS remediation, and patching. Built PowerShell and Python automation that eliminated 40+ hours of manual work per week on the Navy program and 30+ hours per week at the Pentagon Force Protection Agency. Co-founder and CTO of DMV IT Service, leading AI product development and IT training programs. MBA in IT Management; Security+ and ITIL 4 certified.

CLEARANCE & CERTIFICATIONS

Active Secret Clearance • CompTIA Security+ CE • ITIL 4 Foundation • AWS Solutions Architect – Associate (2020)

TECHNICAL SKILLS

Cloud & Virtualization: AWS (incl. GovCloud), Microsoft Azure, VMware, Hyper-V, Citrix

Automation & Scripting: PowerShell, Python, SSIS, Task Scheduler

Security & Compliance: DISA STIGs, ACAS vulnerability remediation, web risk assessments, patch management, certificate management, ECA/CAC authentication

Systems & Identity: Windows Server, Active Directory, Azure AD / Entra ID, SailPoint IdentityIQ, MFA

Databases: Oracle, Microsoft SQL Server

ITSM & Monitoring: ServiceNow, Splunk, PagerDuty, GitLab, Cherwell; ITIL 4 practices

PROFESSIONAL EXPERIENCE

Business Systems Analyst III (Systems Engineer) **July 2024 – Present**

U.S. Navy, PMS-ES Program (via Serco) | Washington, DC

- Built and deployed internal automation tools in PowerShell and Python, delivered via Citrix, eliminating 40+ hours of manual work per week, the equivalent of one full-time position.
- Own day-to-day administration of 25+ servers across a hybrid AWS GovCloud and on-prem VMware/Hyper-V environment.
- Maintain availability for a Navy application portfolio serving 2,200+ users, delivered through Citrix.
- Drive cybersecurity compliance across all environments through DISA STIG implementation, ACAS vulnerability remediation, web risk assessments and remediation on Citrix and Windows servers, and recurring patch cycles.
- Led the Citrix environment migration of applications and servers, resolving complex post-migration ECA/CAC authentication issues.
- Supported migration of web applications to AWS GovCloud.
- Perform Oracle and SQL data fixes to preserve data integrity; track issues in GitLab and validate fixes through functional testing before deployment.
- Partner with DevOps, network engineering, Navy stakeholders, and vendors on requirements and configuration changes; author SOPs, training guides, and user manuals.

Business Technical Analyst **Sept 2022 – July 2024**

Pentagon Force Protection Agency (via Systems Engineering, Inc.) | Arlington, VA

- Maintained continuous availability of mission-critical application servers, subsystems, and connection managers in a law enforcement dispatch environment, including IP Security Center and Activue.
- Administered the Genetec license plate recognition platform, including database and server management, SSIS package connections, and STIG remediation.
- Automated recurring operational tasks with PowerShell and Task Scheduler, eliminating 30+ hours of manual work per week.
- Led system and process changes end to end, from requirements gathering through implementation, ensuring federal compliance and documenting SOPs.

- Served as technical liaison to stakeholders during upgrades and critical incidents; researched and recommended new solutions.

IT Operations Management Consultant **April 2020 – March 2023**

The World Bank Group (via Randstad Technologies & Mindlance) | *Washington, DC*

- Coordinated incident response for enterprise operations using ServiceNow and PagerDuty, driving timely escalation and resolution of critical incidents.
- Monitored and troubleshot on-prem, Azure, AWS, and VMware servers using Splunk and ServiceNow dashboards to maintain high availability.
- Provisioned servers, accounts, and security groups in Active Directory and Azure AD; handled MFA resets, application secret renewals, and backups.
- Managed access for enterprise and financial applications (Northern Trust, Investran, Quantum, Pega, DocuSign) using SailPoint IdentityIQ and PeopleSoft.
- Generated server certificates, performed security compliance audits, and partnered with Network, Security, Cloud, and O365 teams during outages and maintenance.

LEADERSHIP & ENTREPRENEURSHIP

Co-Founder & Chief Technology Officer **Sept 2020 – Present**

DMV IT Service LLC | *Vienna, VA*

- Co-founded and co-lead a technology firm, growing it from an IT training company into a full-service provider of managed IT, AI and automation, custom software, and technical staffing.
- Directed product development of Ava, an AI phone receptionist, and Rova, a business operations platform, under the company's Alza247 software brand.
- Oversee technical delivery for client engagements spanning managed IT, AI and automation, and custom development.
- Grew DMV IT Institute's training programs to 250+ students, including the Enterprise System Administration Masterclass; taught technical modules and personally led workplace-readiness workshops.

EARLIER EXPERIENCE

Systems Administrator | *American Institutes for Research (via TEKsystems)* **July 2019 – April 2020**

- Delivered end-user and infrastructure support, handling requests, incidents, and software deployments; tracked work in Cherwell.
- Managed user profiles with ADManager Plus and configured Cisco IP phone lines and extensions in Cisco Unified Communications Manager.
- Resolved Cisco AnyConnect VPN, Microsoft 365, access, and licensing issues; designed SOPs and led one-on-one and group training on onboarding and new technologies.

IT Support Specialist | *Northern Virginia Community College* **Aug 2018 – July 2019**

- Resolved helpdesk tickets in SmarterTrack across Windows, Mac, software, and classroom audio/visual systems.
- Managed computer and projector inventory with vendors, trained faculty and students, and implemented helpdesk process improvements.

Systems Administrator | *ASRS Tax, Inc.* **Feb 2017 – July 2018**

- Served as sole IT administrator for multiple office locations and remote workstations, supporting computers, printers, and point-of-sale systems.
- Migrated applications to the cloud and automated business processes, significantly reducing monthly maintenance costs; built the company website.

EDUCATION

MBA, Information Technology Management | Western Governors University June 2026

B.S., Information Systems Management | University of Maryland Global Campus May 2022

A.S., Information Technology | Northern Virginia Community College May 2019