

Taha Mujeeb

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SUMMARY

Experienced professional with a strong background in IT support and information security practices. Experienced in identifying, reporting, and resolving IT issues within complex enterprise environments. Proven ability to contribute to security-related projects. Possesses industry-recognized security and IT certifications (CompTIA Trifecta) and a keen interest in cybersecurity.

EXPERIENCE

Technical Operations Engineer

Google

July 2022 - Present, Hyderabad, TG

- Identifying and solving problems at a global scale as a part of the Enterprise Technical Support team.
- Acted as a technical lead and change owner for cross-functional projects, addressing critical security and operational issues.
- Contributed to a major platform migration and several key security initiatives, streamlining processes and enhancing overall system integrity.
- Spearheaded the design, development, and delivery of training programs to improve team knowledge and operational readiness.
- Led projects to streamline technical onboarding, implement security changes, and improve business continuity planning.
- Received over 22 awards from team members, Googlers, and leaders, for demonstrating Google's values and expertise in my domain.

Senior Support Technician

Dell Technologies

January 2021 - June 2022, Hyderabad, TG

- Delivered support solutions by providing remote support for Dell Consumer and Alienware products.
- Maintained a strong track record of incident resolution and customer satisfaction by adhering to service level agreements.
- Cross-trained on various product families to optimize support and address complex issues efficiently.

TRON Associate

Amazon

October 2020 - January 2021, Hyderabad, TG

- Partnered with Amazon Robotics to handle exceptions in Amazon's Fulfillment Centers globally.
- Remotely handled exceptions by executing resolutions for technologies that employ machine learning.
- Analyzed workflow anomalies and collaborated with global support teams to implement corrective actions improving operational throughput across Amazon Fulfillment Centers.

CERTIFICATIONS

Security+

CompTIA • 2025

Network+

CompTIA • 2024

A+

CompTIA • 2021

SKILLS

Technical Depth, Problem-solving & Analysis, Troubleshooting, Security Assessments, Cross-functional Collaboration, Documentation, Stakeholder Management, Process Improvement, Cybersecurity, Project Scoping & Definition, Technical Writing, Leadership

EDUCATION

Bachelor of Business Administration, IT

St. Joseph's Degree & PG College • Hyderabad, TG • 2020
