

SURYA MAGAR

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PROFESSIONAL OBJECTIVE

MSc Information Systems graduate with practical experience building enterprise-style IT environments using Windows Server, Active Directory, DNS, DHCP, Group Policy and File Services. Developed hands-on technical skills through home lab projects involving 100+ user accounts, security groups, file permissions and network administration. Strong troubleshooting, customer service and problem-solving abilities gained through healthcare and retail roles. Seeking an IT Support, Service Desk or Junior Infrastructure position.

TECHNICAL SKILLS

Windows Server, Active Directory, DNS, DHCP, Group Policy, File Server Administration, NTFS Permissions, TCP/IP, Subnetting, VMware, VirtualBox, Windows 10/11, PowerShell, Network Troubleshooting, User & Group Management

PROFESSIONAL EXPERIENCE & PROJECTS

Health Care Assistant | Rusthall Lodge Care Home

Oct 2025– Present

- Support the daily care needs of 20+ residents while maintaining high standards of dignity, wellbeing, and person-centred care.
- Maintain 100% accurate care documentation and records in compliance with CQC standards and internal policies.
- Collaborate with 10+ healthcare professionals, including nurses and senior carers, to deliver coordinated resident care across multiple shifts.
- Assist residents with mobility, nutrition, hydration, and personal care, contributing to improved comfort and independence.
- Communicate effectively with residents, families, and multidisciplinary teams, helping maintain high standards of resident satisfaction and care quality.

Trading Assistant | Sainsbury's

April 2024 – Sep 2025

- Replenished 1,000+ products per shift across multiple departments, maintaining 95%+ shelf availability.
- Assisted 200+ customers weekly by providing product information and resolving enquiries.
- Processed and organized 20+ delivery cages per shift, ensuring timely stock availability.
- Supported stock rotation and inventory checks to improve stock accuracy and reduce waste.
- Maintained store presentation standards in a fast-paced retail environment.

PROFESSIONAL EXPERIENCE & PROJECTS

Active Directory Windows Server Infrastructure Project

- Designed and deployed a Windows Server environment supporting 100+ user accounts across 10 departments.
- Configured 10+ Organizational Units (OUs), security groups and delegated administration.
- Implemented DNS, DHCP, Group Policy and File Services within a domain-based infrastructure.
- Applied NTFS and share permissions to secure departmental and private data.
- Developed PowerShell automation scripts to streamline user provisioning and administration.

Virtualization Home Lab Environment

- Built and maintained a virtual lab consisting of 2 Domain Controllers, 1 File Server, 1 Web Server and 3 Windows client machines using VMware and VirtualBox.
- Administered Active Directory, DNS, DHCP and Group Policy services in a simulated enterprise environment.
- Resolved 50+ simulated IT support incidents involving user accounts, permissions, networking and system configuration.
- Performed system deployment, troubleshooting and maintenance across multiple virtual machines.

EDUCATION

University of West London
MSc Information Systems | 2023

CERTIFICATIONS

- Zero To IT | Everest IT (In Progress)
- Microsoft Azure Fundamentals AZ-900 (Learning)