Hamdan Iqbal

U.S. Citizen | 540-642-9516 | hamdan@iqbals.info | linkedin.com/in/hamdan-iqbal-8b4a73281 | Stafford, VA

EDUCATION

George Mason University *Expected: May 2028*
Bachelor of Science in Health Sciences (BS)

Northern Virginia Community College Aug 2023 - July 2026
Associate of Computer Science (AS)
Associate of Science (AS)

EXPERIENCE

CVS Pharmacy *September 2026 – Present*
Pharmacy Technician Stafford, VA

- Processed 400+ prescriptions daily using pharmacy management software, ensuring accurate patient records and timely order completion.
- Identified and resolved prescription and insurance billing errors by reviewing electronic records and coordinating with pharmacists and insurance providers.
- Handled confidential patient information in accordance with HIPAA guidelines, maintaining accuracy and protecting sensitive records.
- Assisted with daily pharmacy operations by troubleshooting transaction issues and resolving discrepancies in the system.

DesignsByIsmi December 2025 - Present
Support Engineer Stafford, VA

- Resolved user access and authentication issues across Microsoft 365 and Azure Active Directory by troubleshooting account configuration, permissions, and login errors.
- Streamlined user onboarding and offboarding by managing accounts, licenses, and access permissions through Azure AD and the Microsoft 365 Admin Center.
- Maintained endpoint security and compliance by managing device configuration and security policies through Microsoft Intune.
- Troubleshot Windows and network connectivity issues using Event Viewer, PowerShell, and command-line utilities to identify and resolve system errors.
- Supported daily business operations by resolving email, file-sharing, and collaboration issues across Exchange Online, Microsoft Teams, and SharePoint.

Select Auto Trading *December 2024 – September 2026*
IT Support Technician Stafford, VA

- Deployed and configured Windows workstations, printers, and network equipment to support daily dealership sales.
- Set up and configured employee accounts, email access, and network permissions to onboard new staff and provide access.
- Troubleshot hardware, software, and network connectivity issues across Windows devices, printers, and point-of-sale systems.
- Configured Wi-Fi networks, routers, and switches to maintain reliable connectivity across dealership offices.
- Supported office upgrades by installing software, transferring data, and documenting system configurations for troubleshooting.

TECHNICAL SKILLS & CERTIFICATIONS

- **Certifications:** Azure Administrator Associate (AZ-104)**,** CompTIA Security+
- **Enterprise Platforms:** Windows Server 2016–2022, macOS, Azure AD/Entra ID, Intune, Microsoft 365, AWS
- **Security & Compliance:** Vulnerability Management, Endpoint Protection, Log Analysis, Patch Automation, VPN
- **Networking & Systems:** TCP/IP, DNS, DHCP, Firewalls (SonicWall, Sophos), RDP, Group Policy

PROJECTS

George Washington University | IT Infrastructure Support

- Assisted with hardware setup and server maintenance, including rack installation, system updates, and troubleshooting.
- Supported Linux environments by reviewing system logs, checking service availability, and resolving basic connectivity issues.

Miharba Rentals | Web Administrator

- Created the website and set up the rental fleet and background check automations.
- Maintained and updated company websites by fixing bugs and troubleshooting user reported issues.