

Mohammad Naveed Iqbal Minhas

IT Support · Junior Developer / Cloud

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Professional Profile

Technically hands-on career changer moving into the tech industry, targeting first/second-line IT support and junior technical roles. Practical across Windows, macOS and Linux, with hardware and network troubleshooting and prior first-line IT support gained within a busy operations role. I run a self-built home lab (Linux, Docker, Kubernetes) and maintain live cloud deployments, and have completed intensive software engineering training in Go and JavaScript. Over a decade in transport operations brings calm problem-solving under pressure, clear communication and strong operational discipline.

Key Technical Skills

- **Operating systems:** Windows 10/11, macOS (Apple Silicon), Linux (Ubuntu) — install, configure, troubleshoot
- **Support & administration:** Active Directory & Windows Server (enterprise experience, refreshing), Microsoft 365, Google Workspace, user onboarding, hardware/peripheral & printer setup
- **Networking:** Wi-Fi and LAN troubleshooting, DNS/DHCP, VPN/mesh networking (Tailscale)
- **Cloud & DevOps (developing):** Google Cloud, Oracle Cloud, Docker, Kubernetes, Terraform, GitHub Actions CI/CD, nginx
- **Programming:** Go, JavaScript (ES6+), Node.js, HTML5/CSS3, React (learning)
- **Ways of working:** Ticket logging and documentation, IT asset inventory, systematic root-cause troubleshooting

Hands-On Technical Experience

Self-Built Home IT Lab — Personal infrastructure project *Ongoing*

- Built and maintain a multi-machine environment across Windows, macOS and Linux, including a k3s Kubernetes cluster on an Apple Silicon iMac and Dell laptops networked via Tailscale.
- Cover the full support lifecycle — OS installation and configuration, hardware setup, remote access, and diagnosing hardware, software and network faults across mixed operating systems.

Live Web Deployments & Automation — iminhas.com / qazitech.com *Ongoing*

- Deploy and maintain live sites on Google Cloud and Oracle Cloud, hand-configuring nginx/Apache, SSL, Cloudflare and fail2ban, with automated GitHub Actions CI/CD pipelines.

Software Engineering Projects — 01Founders *2025 – Present*

- Built full applications in Go and JavaScript — including a real-time forum with WebSockets, REST/GraphQL APIs and graph algorithms — developing structured problem-solving and disciplined debugging.

Employment History

Private Hire Driver & Ad-hoc IT Support — Self-employed / Qazitech Ltd *2020 – Present*

- Provide a reliable private-hire driving service across London, holding a full, clean UK driving licence.
- Provide occasional hands-on technical support to a technology services business — device setup and maintenance, troubleshooting, and documentation.

Operations Coordinator / IT Support — Nivoshan UK Ltd *Jan 2014 – Mar 2020*

- Coordinated special-needs school transport for local councils: route planning, driver and assistant assignment, compliance monitoring and incident handling.
- Delivered first-line IT support — website updates, email account setup and social media management — alongside daily operations.
- Managed communication across multiple stakeholders: councils, schools, parents and drivers.

Operations Manager — Chiswick Cars Ltd *Aug 2009 – Dec 2013*

- Ran bookings and dispatch for an airport-transfer service — live scheduling, driver assignment and customer service under peak demand — and built the company's first WordPress website.

Education & Certifications

- **University of the Punjab** — Bachelor of Arts (1999 – 2001)
- **01Founders** — Software Engineering Programme (2025 – Present)
- **KodeKloud** — DevOps Engineer Learning Path (in progress)
- **Working towards** — RHCSA (Red Hat Certified System Administrator)

Additional Information

- **Driving licence:** Full, clean UK driving licence — confident travelling between sites.
- **Right to work:** Full right to work in the UK.
- **Availability:** Available immediately for on-site or hybrid roles across London.