

Abdullah Lakhi

IT Operations | Infrastructure | Service Delivery

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Professional Profile:

Experienced IT professional with over 14 years of experience in technical support, infrastructure, and IT service delivery. Strong background in SLA-based environments, escalation management, and client relationship ownership. Certified in Microsoft Azure Fundamentals (AZ-900) and currently studying toward Azure Administrator (AZ-104) and seeking an IT Operations or IT Management role where technical expertise and leadership skills can support business objectives.

Open to IT Operations Manager, IT Support Manager, IT Team Lead, and Service Delivery Manager roles.

Core Competencies:

IT Operations & Service Delivery | SLA Management | Incident & Problem Management | Microsoft 365 Administration | Azure Fundamentals | Network Security (FortiGate) | Backup & Disaster Recovery (Veeam) | Vendor & Stakeholder Communication |

Certifications:

Microsoft Azure Fundamentals (AZ-900) – Microsoft (Passed)

Microsoft Azure Administrator (AZ-104) – In Progress

FortiGate NSE 3 – Network Security Associate (2023)

Veeam Data Platform – Fundamentals

Education:

National Diploma in Information Technology (Networking) – Varsity College (2010)

Professional Experience:

Tier 2 Technical Support Engineer – Intdev Internet Technologies (Feb 2023 – Present)

- Monitor system performance and proactively identify potential issues before they impact clients.
- Maintain and update technical documentation, network diagrams, and standard operating procedures.
- Assist with the onboarding of new clients, including environment reviews and service readiness checks.
- Support patch management and security updates across servers, endpoints, and network devices
- Provide guidance and informal mentoring to junior technicians when required.
- Provide after-hours or emergency support during critical incidents.

Director of Operations

A & A IT Solutions (Sept 2021 – Feb 2023).

Oversaw daily IT operations, prioritised workloads, managed inventory, and maintained strong client relationships while ensuring service quality and operational efficiency.

Senior Support Engineer

Beauty Zone (Feb 2018 – Sept 2021)

Resolved complex technical issues, supported multiple locations remotely, supervised junior staff, and produced operational performance reports.

Earlier roles include:

IT Support & Web Design – Autotechnics

Director & POS Software Installer – Self-Employed

Senior Customer Support Engineer – C.E.B. Maintenance Africa

Junior IT Technician – Incredible Connection Education