ATA AL-EMOUSH
ENTERPRISE ADMINISTRATOR

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EDUCATION

· **Bachelor's degree** || Computer Science Hashemite University 2011 to 2015

· **General Secondary Education Certificate Examination** || (IT) Information Technology path||SJS Joseph Italian Jordanian High School

LANGUAGES

· **Russian** - native

· **English** - upper-intermediate

· **Arabic** - native

CERTIFICATIONS

· Microsoft Certified:

　MCSA | MCSE | AZ-500 | MS-100 | MS-101 | MS-700

· Microsoft 365 Certified: Enterprise Administrator Expert

· CCNA Certified

SKILLS & AREA OF EXPERTISE

· Powershell · Windows Server · Windows · Microsoft Azure · Microsoft 365 · Active Directory AD · DHCP · Azure AD AAD · EMS · Microsoft Endpoint Manager · Azure AD Connect · DNS · Group Policy GPO · Public Key Infrastructure (PKI) · System Center Operations Manager SCOM · PRTG · Opsgenie · VMWare · Veritas Backup Exec · SQL · Fresh Service ITSM Ticketing System · Azure Advanced Threat Protection ATP · PIM · Identity · MFA · AWS · FreePBX · SBC · Citrix ADC · Elastic Stack · GPO · Routers · Switches · VPN · SSO · SAML · RabbitMQ · NOC

SUMMARY

A Microsoft and Cisco certified System Administrator with 3+ years of experience in IT enterprise environments. Managed large-scale servers and networking, extremely proficient with Microsoft 365, Azure, VMware, AWS and have a deep passion for enterprise-wide security management.

EXPERIENCE

Corporate IT Operations Specialist (April 2019 to Present)
Aramex || Amman, Jordan

Aramex is multinational logistics, courier and package delivery company.

• Providing (L2 & L3) support to internal and external users within the service level agreement.
• Administrating Microsoft Office 365, including Exchange Online, Microsoft Teams, Skype, Stream, OneDrive, Security, Compliance, and in addition to O365 migration and deployment.
• Administrating and supporting VMWare ESXi based servers throughout Aramex 12 large and geographically distributed Data Centers, including all corporate and satellite offices. Installing software, patching, upgrading Windows updates and Windows Server operating systems.
• Lead Administrator for "Network Operations" NOC team. Architecting, planning, implementing, configuring, troubleshooting, and testing of monitoring systems. Saved $400,000+ a year in lost time and materials thanks to strategic hardware location and automated system monitoring.
• Managing and maintaining the enterprise monitoring platforms SCOM, PRTG, Elastic Stack, Data Dog, Dynatrace, Opsgenie and collaborating with Windows and Linux systems administrators, application administrators and developers, internal and external support teams, to determine requirements for thresholds, filters, events, alerts, and dashboards.

Projects

• Contributed to migrating Skype for Business (SfB) to Microsoft Teams (20000+ users). I was responsible for user, policies, and call queues preparation and migration. This project elevated collaboration quality, security and overall experience in our corporation by 40%.
• Secured partnership with potential external enterprise partner Atlassian by deploying Opsgenie software to enhance monitoring and alarming on Aramex systems.
• Chaired onboarding, architecting, and deploying the PRTG monitoring tool as a monitoring solution for all Aramex local stations. (Reduced time spent on troubleshooting and saved company $300000 yearly by keeping this monitoring tool as a main solution in 80 entities (countries).
• Developed automation of ITSM Fresh service (Ticketing System) with an Active Directory and Azure Active Directory using PowerShell. Reduced weekly 6 hours of manual work for around 9 departments including HR, IT, Finance...
• Designed and implemented centralized FreePBX monitoring for 80 Aramex satellite locations.

Flight Attendant (March 2016 to May 2018)
Royal Jordanian Airlines || Amman, Jordan

Royal Jordanian is the flag carrier airline of Jordan. Worked as one of the frontliners of the RJ company and had been responsible for the safety, security, and comfort of the guests.

• Cultivated language and collaboration through contact with people from around the world.