

Murad Almahrous

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Senior IT Specialist

System & Network Administration | DevOps | Application Support

Trusted IT Operations Specialist with over a decade of experience improving service delivery, automating operations, and supporting enterprise platforms across healthcare, SaaS, and cloud environments.

PROFESSIONAL ACHIEVEMENTS

- **Reduced downtime by proactively managing infrastructure** (Active Directory, O365, VPNs, SQL servers) and streamlining system monitoring practices.
- Enhanced system **security by 80%** across 3 international branches through VPN setup, firewall policy deployment, and antivirus rollout.
- Trained and onboarded **50+ international entities** on RCM systems, improving billing efficiency and accelerating adoption.
- **Boosted IT service efficiency by 20%** via ticketing workflow optimization and SLA enforcement.

WORK EXPERIENCE

Manteq Systems - Dubai

Mar 2023 - Present

Senior IT Operations Lead

Managed the support team and refined network performance while enhancing customer service quality and driving strategic initiatives with the executive team.

- Lead a team of 4 support agents, fostering a collaborative work environment and ensuring excellent customer service delivery.
- Oversee internal network administration (Active Directory, Office 365 Management, Intune, Exchange Online, Microsoft Teams, SharePoint, network firewall, and VPN) to maintain high system availability and optimize network performance.
- Managed and optimized the organization's ticketing system, ensuring efficient service desk operations, adherence to SLAs, and alignment with ITIL best practices to enhance user satisfaction and operational performance.
- Continuously evaluated service quality and monitored key performance metrics (KPIs) to implement innovative practices that improved customer satisfaction and optimized service delivery.
- Coordinate infrastructure initiatives and resource planning with cross-functional stakeholders, ensuring alignment with governance standards and IT strategy.

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- Maintain audit-ready documentation, trackers, and KPI dashboards to support reporting and compliance frameworks..

Manteq Systems - Dubai

Dec 2019 – Feb 2023

Implementation Specialist

Led system implementations across 12 enterprise environments, Improved API integrations, and trained 50+ international healthcare providers, driving efficiency and user adoption.

- Led the DOH IPP system project for the Abu Dhabi Department of Health and served as the primary technical contact for stakeholders.
- Successfully implemented systems on 16 enterprise environments on Windows servers and Linux operating systems.
- Enhanced, planned, and tested 4 API Web Services and EDI integrations to automate thousands of transactions, leading to increased business efficiency and revenue growth.
- Deployed and tested over 50 new system releases over a 4-year period.
- Performed hundreds of fixes across 20 client environments in a 3-year span.
- Administered and troubleshooted systems and servers, and managed internal domain accounts.
- On-boarded and trained 50+ international healthcare providers in RCM, billing, and finance departments across the USA, UK, Europe, and Asia over 2 years.
- Conducted 20+ monthly feedback sessions to improve the system's UX which led to revenue increase by 15% over 3 years.
- Established VPN access for employees, purchased and configured firewall licenses, deployed antivirus software, and configured security policies, resulting in an 80% security increase across international branches in 3 countries.

Al-Awael Group - Damascus

Jul 2018 – Nov 2019

System Administrator

Managed and upgraded network infrastructure, optimized server performance, and improved security across systems to ensure seamless operations and user support.

- Managed and upgraded internal network infrastructure including servers, routers, switches, firewalls, printers, phones, security devices, and computers for over 1.5 years.
- Administered and maintained 6 internal servers while managing 50+ internal users.
- Upgraded 6 server hardware units and their operating systems to improve performance and security.
- Upgraded the exchange server version from 2010 to 2019 to leverage new features and strengthen security measures.

Hadeed MMC - Damascus

Apr 2018 – Jul 2018

Senior Technical Support

- Authored, refined, and finalized 10 technical manuals and training materials on VOIP configurations and the company's proprietary software implementation and configuration.

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- Delivered daily technical support to 300+ end-users, resolving over 100 monthly tickets and consistently outperforming peers.

CEC - Damascus

Mar 2015 – Mar 2018

Technical Support & Computer Maintenance Technician

- Configured software, hardware, and networks for 100+ clients monthly.
- Performed 4,000+ troubleshooting operations to resolve technical issues.
- Provided support for three Bitdefender antivirus products, ensuring customer satisfaction.

PROFESSIONAL SKILLS

Cloud & Infrastructure: AWS, Azure, Microsoft Power Platform, Entra ID, Intune, SharePoint, SaaS, Active Directory, DNS, VPN, Firewall, Backups, CCTV, Linux Red hat

Integration & APIs: EDI, SOAP/REST APIs, Postman, SoapUI, Swagger

DevOps: IT Project Management, Jira, Application Support, Requirement Gathering, Creating BRDs, Quality Assurance, Software Testing, Release Management

Databases: SQL Server, PostgreSQL, SQL Database Management, Data Integrity

Networking: CCNA, VPN, Firewalls, Routers/Switches

Healthcare Technology: Healthcare RCM systems, UAE Medical Claiming process, UAE Healthcare Compliance (HAAD/DHPO/MOHAP)

CERTIFICATION & TRAINING

- **Microsoft Power Platform Fundamentals (PL-900)** - Online
- **COMPTIA Security+** - Online Course
- **ITIL Foundation V4 Training** - Online.
- **AWS Cloud Practitioner Certified** - Amazon AWS
- **CCNA** - Syrian Virtual University
- **CWNA** - Syrian Virtual University
- **COMPTIA A+** - New Horizons Training Centre

LANGUAGE COMPETENCIES

- **Arabic:** Native language
- **English:** Proficient

PERSONAL DETAILS

Date Of Birth: 1 March 1997

Resident: UAE, Dubai

Visa Type: EMP Visa (Exp: March 2027)

UAE driving license: Yes

Notice Period: 1 Month

Nationality: Syrian