

Abderahman Mahmoud

System Engineer

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○ Skills ○

Intune	Powershell
Expert	Expert
Ansible	Azure
Very good	Very good
C#	
Intermediate	

○ Certifications ○

Microsoft Identity and Access Administrator	August 2022	Microsoft
Microsoft Security Operations Analyst	January 2022	Microsoft
Microsoft Azure Administrator	April 2023	Microsoft
Designing Microsoft Azure Infrastructure Solutions	April 2023	Microsoft
Designing and Implementing Microsoft DevOps Solutions	September 2023	Microsoft
Azure Virtual Desktop Specialty	June 2024	Microsoft
Azure AI Engineer Associate	June 2024	Microsoft

○ Languages ○

Dutch	English
Mother tongue	Fluent
Arabic	French
Fluent	Very good

Summary

I am an IT Operations Officer and System Engineer with over 8 years of experience. I have a passion for technology, infrastructure management, and problem-solving. I combine deep technical expertise in Azure and automation with strong operational skills to improve organizational efficiency and security.

Experience

NATO Parliamentary Assembly
IT Operations Officer
Brussels
October 2025 - Present

- Overseeing the organization's IT infrastructure, ensuring efficient system administration, network management, and minimal downtime.
- Administering Microsoft Office 365 environments and managing secure configurations for all endpoints (desktops, laptops, mobile devices).
- Implementing and monitoring robust security measures, including firewall configurations and threat detection protocols to ensure organizational compliance.
- Acting as the primary point of contact for technical support, resolving hardware and software issues for on-site and remote staff.
- Managing IT inventory and leading hardware/software installations, updates, and lifecycle management.
- Assisting leadership with the development and maintenance of IT policies, procedures, and user training programs.

CORES Development
Hands-on IT Manager
Antwerp
October 2024 - October 2025

- Hybrid Microsoft environment management
- Technical requirement translation for partners
- Dynamics 365 maintenance
- Hardware/software deployment
- IT budgeting and inventory management
- Network and firewall administration with consultants
- EDR (Endpoint Detection and Response) implementation and maintenance

Cheops Technology
System Engineer
Antwerp
August 2022 - October 2024

- Extensive scripting experience in Powershell, used to automate remediation's and package applications in Intune for more than 8000 endpoints for a government institution
- Created an extensive test environment in Azure using IaC, to test Intune configuration profiles speeding up deployment
- Deploying IAM solutions in a hybrid enviroment
- Setting up VM infrastructure in VMWare Horizon for stakeholders
- Managing Uniflow printing solutions
- Assisting security teams by monitoring devices and running queries against Defender and Sentinel using KQL

A.S. Adventure
IT Service Desk Engineer
Antwerp
January 2021 - July 2022

- Using Lansweeper to monitor devices running 24/7
- Managing Apple devices and assuring streamlined deployment of devices to end user using Apple Business manager
- Packaging and deploying applications for Intune
- Managing a vSphere environment
- Upcycling Raspberry Pi's using Ansible as meeting room IoT screens

Motrac Handling & Cleaning
IT Service Desk Engineer

Antwerp
October 2018 - November 2020

- Assisting major corporations in implementing fleet management solutions
- Managing on premises infrastructure running business critical applications
- Managing endpoints in SCCM and deploying new endpoints and packages

Education

Don Bosco Hoboken

Industriële Informatica
2012 - 2018