

Microsoft 365 and Active Directory Administrator

PROFESSIONAL SUMMARY

Experienced IT professional with over 8 years in System Administration and Technical Support Engineering roles. Skilled in troubleshooting complex computer systems and software, collaborating with cross-functional teams, and implementing effective solutions to enhance productivity.

EDUCATION

Master of Engineering(MEng), Computer Application Technology, Huazhong University of Science and Technology (HUST), Wuhan, China

Bachelor of Science (BSc), Computer Engineering, Eritrea Institute of Technology (EIT), Asmara, Eritrea

Key Skills

✓ Networking	✓ Azure AD	✓ Windows Sever	✓ Intune
✓ Database admin	✓ Active directory	✓ PowerShell	✓ Exchange admin
✓ Microsoft 365 Certified	✓ MDT	✓ Intune admin	✓ DNS/DHCP Management

PROFESSIONAL EXPERIENCE

Senior Technical Support Engineer, Wicresoft, Shanghai, China | June 2021 – October 2023

- Troubleshot network connectivity issues, including DNS and DHCP problems, leading to improved network stability and user satisfaction.
- Utilized PowerShell scripting to resolve issues, fostering strong customer relationships and improving user satisfaction by 50%.
- Leveraged Azure Active Directory, Active Directory, Exchange, Intune and PowerShell troubleshooting tools to enhance company working efficiency, resulting in a 30% increase in productivity.
- Implemented OS imaging processes for streamlined deployment and upgrade of Windows systems using Microsoft Deployment Toolkit.
- Implemented workflow applications and operation management systems, leading to a 40% reduction in support ticket resolution time.
- Proactively identified process improvements, resulting in a 60% decrease in system downtime.

System Administrator, Eritrean Mapping and Information Center, Asmara, Eritrea| July 2014 – August 2019

- Maintained a 99.5% accuracy rate in resolving technical issues related to DNS, DHCP, Exchange server, and SQL Server, reducing system downtime significantly.
- Developed custom Windows OS shells and managed OS imaging processes, leading to a more streamlined upgrade path and reduced system downtime.
- Resolved complex server-side and client-side issues related to Windows OS, ensuring high system reliability and performance.
- Managed installation, upgrades, and configuration of Windows OS, including virtualization setups, enhancing system scalability and flexibility.
- Installed and upgraded Microsoft SQL Server software, ensuring database systems were up-to-date and performing optimally.

Computer Technician, Digs Community Hospital (Part-Time), Segeneity, Eritrea | July 2014 – August 2019

- Designed, installed, and maintained Digs community hospital's network infrastructure.
- Attained optimum outcomes by improving IT equipment and administrating the patient database of the hospital.
- Provided technical support and training for staff on Windows OS and associated tools, increasing overall system competence by 40%.
- Reduced customer downtime by quickly reimaging classified hard drives and efficiently handling software system deployments

CERTIFICATES

Microsoft 365 Certified: Endpoint Administrator Associate

Microsoft 365 Certified: Administrator Expert

Language Proficiencies: Tigrigna (Native), English, Amharic, Chinese, Saho