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|| System Administration || Cloud Administration ||

EXECUTIVE SYNOPSIS

Microsoft 365 Certified: Enterprise Administrator Expert with 16+ years of experience in **IT Communication, Troubleshooting as well as Maintenance in Multi-platform environments.** Exceptional ability to sort complex issues pertaining to **hardware and network failure.** Possess thorough understanding of hardware and software systems and updated them regularly to maintain proper functioning and flow of information. Possess extensive technical background & in-depth understanding of **technical / analytical tools.** Expertise in managing the development and implementation of a robust network security program. **Effective communicator with excellent relationship building & interpersonal skills;** strong analytical, problem solving & organizational capabilities.

- ✓ **Acted as Cloud Administrator** on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups
- ✓ **Successfully built, configured, and maintained** the Microsoft Hyper-V environment and the forest Domain Controller and AD across the group
- ✓ **Led the migration of** many servers from on premise to Cloud in Azure
- ✓ **Mastered configuring and administering Office365, OneDrive, Teams, and Skype**
- ✓ **Member of the Team engaged in migration** from various email platforms to MS Office Exchange servers for several business units with multiple SMTP domains
- ✓ Installed of latest versions of Operating Systems on demand, per requirements of the clients

CORE SKILLS

- ★ Software & Hardware Maintenance
- ★ Installation, & Up-gradation
- ★ Hybrid Infrastructure
- ★ Technical Administration
- ★ System Administration
- ★ Internet Research
- ★ Office 365 administration
- ★ Azure Operations
- ★ Cloud Solutioning
- ★ Service Delivery
- ★ Client Engagement
- ★ Requirement Gathering
- ★ Best Practice Implementation
- ★ Manpower Leadership
- ★ Server Level Disaster Recovery Planning

CERTIFICATIONS

- ★ Microsoft 365 Certified: Enterprise Administrator Expert
- ★ Microsoft 365 Certified: Team Administrator Associate

WORK EXPERIENCE

RAWABI HOLDING COMPANY

March 2012– Present

Cloud Service Supervisor

Accomplishments As Cloud Service Supervisor:

- ✓ Managing day to day activity of the cloud environment, supporting development teams with their requirements
- ✓ Assisting in IT infrastructure set-up and management in multiple location environment; managing Cloud project implementations
- ✓ Providing technical resource consulting with prospective clients to determine needs, conduct on-site technical assessments, designing effective solutions and resolving business-critical issues on Cloud solutions

Accomplishments As Office 365 Administrator:

- ✓ Identified, conceptualized and documented appropriate technical solution approaches for Office 365 services using PowerShell, Hybrid Infrastructure, Azure AD USER MANAGEMENT
- ✓ Extensive background reflects a dynamic and highly-dedicated professional, effective in migrating large volumes of data into the cloud platform
- ✓ Utilized proficiency in developing solutions for issues with user access to cloud services by coordinating with Networking, Security, and Data Center Operation Teams to facilitate effective issue resolution
- ✓ Actively involved in designing and implementing policies around the proper use of Office 365 services
- ✓ Consulting end-users in determining various Office 365 services improvement needs based on system functional requirements

Accomplishments As Azure and On premise Administrator:

- ✓ Addressed queries regarding the remote login to Virtual Machines to troubleshoot, monitor and deploy applications
- ✓ Creating VPN connection between Azure and Main Office and other branches
- ✓ Integrated multiple technologies on a existing servers and configured

★	Microsoft 365 Mobility and Security
★	Microsoft 365 Identity and Services
★	Microsoft Azure Administrator
★	CCNA (Cisco Certified Network Associate) Course from Al-jehat Training Institute in 2009
★	CCNP (Cisco Certified Network Professional) Course from Al-jehat Training Institute in 2010
★	MCSE : Security
★	IBM company, Diploma certification in Network Security & Operating Systems Administration / Oracle, July 2006 - December 2006
IT SKILLS	
★	MS Office
★	Windows Sever 2008, 2012, 2016
★	Security Software
EDUCATION	
★	Bachelor's Degree in English Language King Faisal University, 2015
★	Associate degree in Electronics Engineering & Instrumentation Hail Community College (HCC) from KFUPM,1998
PERSONAL INFORMATION	
★	Birth Date: 30th September 1980
★	Languages: Arabic & English

hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements

- ✓ Ensured systematic engagement between end-users and the remote support deployment engineers performing these all software and hardware upgrades to the server infrastructure through proper planning and scheduling
- ✓ Performed daily system monitoring by verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- ✓ Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is sent off site as necessary
- ✓ Created, modified, and deleted domain user accounts per request
- ✓ Participated in periodic performance reporting to support capacity planning and regular security monitoring to identify any possible intrusions
- ✓ Ensuring performance tuning, backup and recovery, hardware upgrades, space management, resource optimization, user management to the clients
- ✓ Planning, testing, tuning, and setup of Microsoft Exchange architecture and common email applications and devices; maintained data center environmental and monitoring equipment
- ✓ Delivered network maintenance support and responded to system administration tasks during off-hour software deployments within established Service Level Agreements (SLAs)
- ✓ Ensured Mailing System Licensing is appropriately managed and anticipated; assessed the impact of email system changes prior to their implementation, minimizing downtime
- ✓ Maintained user security account for Window 10,8 including desktop configuration, network access issues and printer connectivity
- ✓ Implementation of Installations/Configurations/Transitions/Migrations of **windows 10 and 8.1 applications, LAN/WAN installation and arrangement for Network PCs** performing connectivity, system setup, daily backup, network virus inoculation, hardware and software troubleshooting

Support Field Engineer

September 2010- February 2012

SACS Co. (working in ARAMCO project)

Accomplishments:

- ✓ Supported software and assisted in network printer system maintenance

PREVIOUS ASSIGNMENTS

Operator Systems Administration
SBM Co.

July 2006 - September 2009

Communication Technician
Alqahtini-Fisk Co.

July 2005 - May 2006

Transmission Technician
Natel Co. & Delta Co.

September 2003 - March 2005