

Ihab ALKasrawi

Azure Cloud Technical Engineer



00-(971)-551244121



Ehabalkasrawi@hotmail.com



Ihab-alkasrawi



Dubai-United Arab Emirates

Personal Information

DOB: 23 October 1990

Citizenship: Jordanian

Notice Period: Immediately

Marital Status: Single

Legal Status: Resident Visa



CAREER GOAL

To work towards achieving the greater success in my career through hard work, consistency and the ability to work with others to achieve organizational goals, aims and objectives.



EDUCATION

Bachelors in Computer Engineering | 2013
AL-HUSSAIN BIN TALA UNIVERSITY – MAAN, Jordan

The graduation project consisted of building a robot car that is controlled by Wi-Fi from any location with an IP camera, IR sensor, temperature sensor and a PIC Micro Controller.



CORE SKILLS

- Strong understanding of different deployment resource types and when to deploy each type (IaaS, PaaS, SaaS).
- Knowledge of background in IT infrastructure fundamentals, including networking, storage, and security.
- Knowledge of Azure WAF and Load Balancer.
- Basic Knowledge in PowerShell and/or Azure CLI.
- Knowledge in automating deployment workloads in Azure.
- Ability to design, deploy, and maintain multi-tier server applications.
- Knowledge of migrating Data Centre workloads to Azure.
- Knowledge of working on hybrid cloud solutions.
- Experience with claims-based authentication (SAML/OAuth/OIDC), MFA, JIT, and/or RBAC.
- Knowledge of Cloud Compute, Storage, Database Cloud Security, Cloud Governance, Cloud Optimization, Cloud Support and Management, Cloud Native Applications, Serverless, Azure AD, MDM, Office 365, Microsoft Exchange 365.
- Knowledge of Cisco Routers/Switches/NGFW/IPS/IDS).
- Knowledge of web technologies, protocols and tools.
- Virtualization (Microsoft Hyper-V, VMware Workstation).
- Knowledge of Simulators and Emulators (GNS, Packet tracer).



Certificates

- AZ-900 - Microsoft Azure Fundamentals.
- AZ-103 - Microsoft Azure Administrator.
- AZ-300: Microsoft Azure Architect Technologies.
- AZ-301: Microsoft Azure Architect Design.
- AZ-500: Microsoft Azure Security Technologies.
- MS-100: Microsoft 365 Identity and Services.
- MS-101: Microsoft 365 Mobility and Security.
- ITIL Foundation V3.
- CCNP Routing & Switching.
- MCSE Infrastructure 2012.
- CCNA Routing & Switching.
- CCNA Security.
- Fortinet - NSE1, NSE2, NSE3.



WORK EXPERIENCE

ITSD Administrator | April 2017 – Dec 2019

CNS Middle East - UAE



- Proven success working in high-volume. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
- Performed quality assurance check of tickets processed by team.
- Provided technical support for client services.
- Used AXIOS, BMC, Service Desk Plus ticketing systems to log, track and manage Incidents and Service Requests.
- Managed services contracts verification with customers and Account managers.
- Supporting internal Network environment - LAN, Wi-Fi VPN, Cisco Jabber, and VOIP, FortiGate, FortiClient.
- Install and support Endpoint Security Protection – Symantec for end users.
- Support Outsourcing projects in regards of L1 & L2.
- Support Microsoft Applications – Windows 10,7 - CRM -Office 365, Office 2016.
- Monitoring the network performance and security peripherals, Servers.
- Use remote tools to efficiently assist the users to resolve problems remotely – SCCM.
- Install and support Commvault backup solution for End-user

IT Specialist | Aug 2016 – March 2017

ITQAN – MOE

(SMART LEARNING SCHOOLS) – UAE

- Support and communicate with vendors to resolve smart devices issues and liaise to assign the tickets to regarded side (SAMSUNG, LG, DELL, MS, HP, LENOVO, APPLE, ACER).
- Support Network equipment and School's Tools - WIFI and LAN, WAN, MDF & IDF. (CISCO, HP, Fortinet)
- Support Smart Board and meet vendors to resolve the critical problems (LG, SAMSUNG)
- Support End-user devices – Fingerprint, Printers, Scanners, Data Show.
- Install and Support Software's, Windows 7, 8, 10, Microsoft office 365, 2016, and 2013 & Support Security Antivirus.
- Hands-on training sessions for the teachers

Technical Support Engineer | Jun 2014 – July 2016
Diyar United Company – Kuwait

PAAET PROJECT

- Support End-User Devices and laptops, Smartphones.
- Support End-User developed software's to achieve maximum usability and availability - mainframe, Banner.
- Customer training for Office 365 and computer tools.
- Microsoft Windows upgrade for end-users and support for Office 365, Office 2013, 2016.
- Support end-user networking issues for LAN and VOIP.
- Use BMC as a ticketing system for tracking and logging. managing user's tickets.
- Install and support Endpoint Security Protection, Symantec, BitDefender.

LANGUAGES

- Fluent Arabic (Native) and English language (writing, reading and speaking).
- Excellent communication skills, dynamic and energetic.

Community Participation

Jun 2012 – Jun 2016

- LOYAC Kuwait: Team Leader volunteers and events coordinator.
- INJAZT: Works in tourism & Volunteers with Jordan vibes
- Partners-Jordan: Mediation in resolving conflicts peacefully
- LOYAC Jordan & Children's Museum in Jordan & Akhtaboot 4th Job Fair 2013
- All Jordan Youth Commission: 17/8 – 23/8 Amman Summer Festival 2013.



REFERENCES

Available upon request