

Ebrahim Abdulla

Experienced Senior Infrastructure Engineer with a demonstrated history of working in business service industries. Skilled in IT Infrastructure Architecture and Management, IT Network and Data Security. Strong information technology professional with experience in high pressure and demanding environments, digital transformation technologies. I am currently working on a local Saudi company to help them with data security, migration to Cloud, including the ERP system and digital transformation. Currently preparing for Cissp certification.

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SKILLS

Windows Server

Azure

Exchange 365

Active Directory

Contact now

Cisco Meraki

MDM

Office 365

DHCP

VPN

Automation

Azure Security

Cisco Routers

DNS

Group policies

ITIL

Service Desk

Hyper - V

GDPR

Microsoft Azure

OneDrive

OSX

Network Security

Sysprep

Voip

Windows 10

SharePoint

WORK EXPERIENCE

Infrastructure & security Advisor

Matar Al-Baqmi & Sons Co.

05/2019 – Present

Saudi Arabia

Tasks

- Responsible for Cloud Disaster Recovery strategy, a roadmap with a timeline, and manage the program from initiation, planning, system and plan selection.
- Messaging systems migration from Cpanel Domain to Exchange 365 and Office 365 design and migration strategy.
- Foster a service culture and apply the ITIL framework to achieve operational excellence.
- Digital transform to make the company 100% paperless
- Planning and implementing 365 services, Skype for business, Ms teams and intranet, which includes employees training.
- Planning to migrate from on Premises MS Dynamics AX 2012 to Dynamics 365 finance and operation
- Conduct of IT operation management covering infrastructure planning, optimisation & rationalisation, standardisation, data centre etc.
- Managing Migrating from MS Dynamics AX 2012 to MS Dynamics 365 Operations and Finance
- Planning and implementing 365 services, Skype for business, Ms teams and intranet, which includes employees training.
- Information security governance and policy creation.

IT Infrastructure Engineer

Cloudfm Group

04/2016 – 03/2019

United Kingdom

Tasks

- Managing and maintaining windows server (2012 & 2016)
- Managing and maintaining Exchange 365
- Managing and deploying Mobile Device Management (MDM) on Cisco Meraki MDM platform
- Managing Azure servers and plan, deploy DR plan on Azure different region
- Planned, deployed and configured SCCM to manage all endpoint devices across the company
- Planned and deployed OneDrive redirection across all endpoint devices
- Generating Windows image every month using sysprep (includes an auto patch to join the domain and activate Bitlocker & install Sophos via the image)
- participate on 2FA (Multi-factor authentication) across the company to enhance the security (Azure 2FA)
- Carrying day to day support tickets and tasks, including managing apprentices, assigning task and carry out their progress.
- Planned, configured and managed the company both phone systems (Main & Contact now)

WORK EXPERIENCE

Facilities Co-Ordinator

Cloudfm Group

10/2015 – 04/2016

United Kingdom

Tasks

- Managing inquiries from clients and contractors and assigning jobs to contractors within an agreed time frame. Updating the online Cloud systems to ensure complete transparency, communicating with contractors to improve the standard of service and working closely with property maintenance managers to ensure a one-team approach to the management of maintenance issues. From time to time I have been called on to provide assistance with IT problems and to help the company IT infrastructure.

Photojournalist

Gulf Daily News

11/2008 – 04/2015

Bahrain

Tasks

- shooting various political and social events, as well as high-profile international events such as the Formula One, The Bahrain International Air Show, Bahrain Boat Show and Jewelry Arabia. He also travelled to Syria in November 2013 for joint photojournalism and humanitarian trip.

Network Engineer

Bahrain National Guard

01/2004 – 10/2008

Bahrain

Tasks

- Planned stringent cutovers in a very short period of time with a minimal amount of network downtime
- Managing and Configuring Microsoft Exchange Email Servers, ISA Servers, Windows 2003 Servers, Cisco 7500, Cisco 2500, Cisco 2600, Frame Relay, Cisco IOS, IP Routing, TCP/IP, DNS.
- Manage connection, configuration and organization of Cisco equipment in IT architecture of the organisation
- Configure IT LAN/WAN features. • Responsible for maintaining and monitoring the performance of the network.
- Provide first-level technical support, assisting users who have network problems
- Perform high-level troubleshooting, diagnostics for networking problems
- Support and provide solutions for network failures, making recommendations for possible fixes
- Construct protocols for port-security to prevent any unauthorised access to the network.
- Coordinate with team members to reduce technical complication and collaborate on projects
- Enabling port fast, uplink fast, and backbone fast for fast convergence.

EDUCATION

Bachelor of Computing and IT (Honours)

Open University (United Kingdom)

2018

Mechanical Engineering

sheikh abdullah bin isa technical school

1993 – 1997

Bahrain

CERTIFICATES

CCNA Routing & Switching Cisco certification (07/2015)

Cetr No# CSC012813645. CCNA is an information technology certification from Cisco

ITIL v3 Foundation (07/2016)

the key elements, concepts, and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

Microsoft Certified Solutions Expert (MCSE) (10/2013)

Prove your ability to build innovative cloud and on-premises solutions.

CONFERENCES & COURSES

Managing Time & Pressure (04/2018)

Cloudfm Group academy

- Improve time management techniques, and refresh, re-examine and build on your knowledge of managing time and pressure with this interactive session.

Managers how to. Manage difficult conversations (07/2018)

Cloudfm Group academy

- Build my confidence to enable me to manage difficult conversations more effectively. The programme will also showed me how to maintain effective control of my emotions, and how to make the best choices, while acting with integrity and empathy.

Managers how to...Recruitment 101 (06/2017)

Cloudfm Group academy

- Developed my interview techniques with an in depth look at the recruitment process, and learn how to make sure that I hire the right person for the job.

Problem Solving & Decision Making (03/2018)

Cloudfm Group academy

- Gain practical knowledge and insightful hints and tips of how to deal with problems, and learn how to make great decisions.

Introduction to Project Management (02/2019)

Cloudfm Group academy

- Learn the fundamental terminology and processes of leading a project on this workshop.

PERSONAL PROJECTS

Mobile Device Management (MDM (06/2017 – 09/2017)

- Planned, Deployed and enrolled all mobile & tablet devices in the company platform to be managed and controlled by the IT Department

SCCM (10/2017 – 04/2018)

- Planned, Deployed and enrolled all On-Premises Servers, Virtual Servers, Azure Servers and all endpoint devices to be managed, secured, patching and deploying all necessary applications required based on the employee

OneDriver Redirection (07/2017 – 10/2017)

- Planned and deployed OneDrive Redirection to prevent any data loss

GPDR (12/2017 – 04/2018)

- Writing all the policies to be compliance with the EU GPDR Law

Service Desk ITSM (Jira) (05/2018 – 08/2018)

- Generating the support platform to ensure all IT issues get logged on Service Desk to keep track on our workload, KPI and SLA's

INTERESTS

Photography

Cycling

Web design

Reading

learning something new every day

REFERENCES

Will Provide references as per request