

Ahmad Hassan

IT Team Lead

Phone: +966 549133902 | Email: ahmadhassan@mail.com
LinkedIn: linkedin.com/in/ahmadhassan83 | Location: Riyadh, Saudi Arabia
Marital Status: Married

PROFESSIONAL SUMMARY

IT Team Lead with 20+ years of experience in enterprise IT infrastructure, cloud computing, and hybrid environments. Expert in Microsoft Azure, Microsoft 365, VMware, and systems administration. Proven track record in managing large-scale environments, improving system availability, and ensuring high-level security and performance across business-critical operations.

CORE SKILLS

Cloud & Virtualization: Microsoft Azure, Azure AD, Entra ID, Microsoft 365, Intune, Hybrid Cloud, VMware vSphere, vCenter

Infrastructure & Systems: Windows Server (2008–2022), Active Directory, DNS, DHCP, WSUS

Backup & Disaster Recovery: Veeam Backup & Replication, Acronis, Azure Backup

Networking: Cisco, Aruba, VPN, Firewall, LAN/WAN, IP Telephony

Security & Compliance: RBAC, NSG, Cybersecurity, Patch Management, Zero Trust

Tools & Platforms: Microsoft Exchange (Hybrid), ServiceNow, IIS, SQL Server

PROFESSIONAL EXPERIENCE

IT Team Lead

Advanced Co. for Operations & Maintenance "Hoshan Group" | 05/2021 – 04/2026 | Riyadh, Saudi Arabia

- Managed Microsoft Azure cloud infrastructure serving +200 users with 99.9% uptime, ensuring high availability and security.
- Administered multiple Azure subscriptions, resource groups, and RBAC access controls.
- Administered Microsoft 365 and Entra ID (Azure AD) for identity management, licensing, and access governance across the organization.
- Enforced endpoint compliance and device management policies using Microsoft Intune.
- Designed and deployed scalable cloud solutions aligned with business requirements.
- Provisioned and optimized Virtual Machines and cloud services.
- Implemented Azure Backup and disaster recovery solutions.
- Managed Azure Storage (Blob, File, Disk) with secure access policies.
- Enforced network security using NSGs and secure cloud architecture.
- Monitored system performance and optimized workloads in hybrid environments.
- Resolved Azure-related incidents with minimal downtime.

Infrastructure & Operations:

- Managed hybrid infrastructure with 4 on-premises servers and 10 cloud-based virtual machines.
- Administered routers, switches, firewalls, LAN/WAN connectivity.
- Applied patch management and security hardening.
- Managed IT service requests and incident workflows via ServiceNow ticketing system.
- Deployed and supported enterprise WiFi (Aruba & Ruijie).
- Delivered VSAT and Cisco-based managed services projects.

Senior System Administrator

Ebtikar Technology Co – "Project GDC Middle East" | 10/2020 – 04/2021 | Riyadh, Saudi Arabia

- Designed and managed VMware vSphere infrastructure (15+ VMs) including VCSA.
- Administered Active Directory (Hybrid) for +150 users.

- Managed DNS, File Server, and WSUS services.
- Deployed Microsoft Exchange Server 2016 (Hybrid).
- Managed user access, permissions, and security compliance.
- Monitored system performance and availability.

Operations:

- Executed patch management via WSUS.
- Managed backups using Veeam Backup & Replication.
- Supported Aruba enterprise WiFi environments.
- Ensured IT security and business continuity compliance.

System Administrator

Executives Hotel Olaya | 10/2018 – 10/2020 | Riyadh, Saudi Arabia

- Managed VMware vSphere and vCenter environments.
- Configured Active Directory, DNS, File Server, and WSUS.
- Managed Aruba network controllers and access points.
- Performed daily backups using Veeam.
- Resolved user issues (Outlook, domain, connectivity).

Applications Support:

- Opera PMS
- Micros POS, SUN, Material Control.

System Administrator

Egyptian Saudi Company | 02/2016 – 07/2018 | Cairo, Egypt

- Deployed Windows Server infrastructure supporting +100 users.
- Implemented Windows Server infrastructure on HP servers.
- Configured routers, switches, IP cameras, and access points.
- Managed backups using Acronis.
- Supported users and resolved network issues.

Applications:

- QuickBooks.
- Apex (10 branches – remote support).
- IIS Production Systems.

System Administrator

Global Investment Group (GIG) | 05/2011 – 11/2015 | Cairo, Egypt

- Managed Windows Server environments supporting enterprise users.
- Deployed and maintained Dell & HP servers.
- Administered network devices and LAN operations.
- Provided system monitoring and troubleshooting.

IT Manager

Al Nabila Grand Bay Resort | 05/2007 – 04/2011 | Hurghada, Egypt

- Managed IT operations and infrastructure.
- Handled backups and system monitoring.
- Supported hotel systems (POS, SQL-based systems).
- Implemented VPN connectivity with head office.

Assistant IT Manager

Horizon Sharm Resort | 01/2005 – 05/2007 | Sharm El Sheikh, Egypt

- Supervised IT operations and maintenance.
- Monitored systems and ensured business continuity.
- Coordinated with vendors and suppliers.

Senior IT Specialist

El-Rouda Company for Computers | 11/2002 – 12/2004 | Ismailia, Egypt

- Installed and supported OS and applications.
- Managed network infrastructure and Active Directory.
- Provided technical support.

IT Specialist

North Sinai Association for Computer Services | 01/2000 – 10/2002 | Sinai, Egypt

- Provided help desk support and technical assistance to end users.
- Diagnosed and resolved hardware and software issues efficiently.
- Assisted in maintaining IT systems and ensuring operational reliability.
- Supported installation and basic configuration of IT equipment.

CERTIFICATIONS

- Microsoft® Certified Trainer (MCT)
- Microsoft® Certified Professional (MCP)
- Microsoft® Certified IT Professional (MCITP)
- Microsoft® Certified Solutions Associate
- Microsoft® Certified Technology Specialist
- Microsoft® Certified Solutions Expert: Messaging
- Microsoft® Certified Solutions Expert Private Cloud
- Microsoft® Specialist certification in Server Virtualization
- Microsoft Azure Administrator Associate (AZ-104)
- VMware Professional Data Center Virtualization 2019 (VCP)
- VMware Certified Associate - Data Center Virtualization
- VMware Certified Associate Cloud
- Cisco CCNA
- CompTIA Server+

TRAINING / COURSES

Azure Administrator (AZ-104) – Self-Learning | Microsoft

Cisco Certified Network Associate – CCNA | Cisco

CompTIA Server+ | CompTIA

Microsoft Certified IT Professional | Microsoft

ITIL | Business System Training House

Oracle HRMS | Next Academy

EDUCATION

Bachelor of Commerce

Cairo University | Cairo, Egypt

Technical Institute of Electronics (2 Academic years)

Technical Institute of Electronics | Cairo, Egypt

LANGUAGES

Arabic – Native

English – Advanced