

FADI AL IBRAHIM

IT System Administrator

Self-driven IT System Administrator with 5 years of experience, specializing in Active Directory, Windows Servers, VMware virtualization, Microsoft 365 security, and hybrid Exchange environments. Certified in VMware Data Center Virtualization, Microsoft 365 Security Administration, ISC2 CC, and Security+. Demonstrates expertise in optimizing workflows, enhancing system performance, and delivering measurable improvements in operational efficiency and security. Analyzes systems and leads cost-saving initiatives to deliver value by managing projects and reducing expenses.



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WORK EXPERIENCE

IT System Administrator

Saudi Arabian Amiantit [↗](#)

05/2024 - Present

Dammam, Saudi Arabia

- Managed the implementation of system updates for over 600 endpoints using ManageEngine Endpoint Central, produced a consistent 97% deployment success rate through comprehensive scenario analysis before rollouts.
- Orchestrated the administration of ManageEngine AD Manager Plus, optimizing workflows beyond reporting by automating the creation of Active Directory objects, resulting in an 80% increase in team productivity and significant time savings.
- Administered a VMware vSphere environment with oversight of 110 virtual machines. Analyzed performance metrics to develop server configurations aligned with Windows security guidelines, fortifying system integrity and ensuring regulatory compliance.
- Revamped permissions management for over 120 SharePoint sites, leading onboarding processes and reducing administrative site access requests by approximately 40 hours per month.
- Administered Microsoft Intune MDM for 100+ corporate mobile devices. enhancing user engagement with SAP applications across five factories through consistent patch management protocols and stringent data compliance monitoring.

IT System Administrator

Aljabr Holding [↗](#)

04/2022 - 05/2024

Dammam, Saudi Arabia

- Led Active Directory maintenance initiatives, including schema updates, group policy management, DNS integration, and DHCP configuration. Achieved a 25% improvement in network performance and enhanced enterprise-level system security.
- Strengthened SCCM implementation for patch management across 1,400+ workstations, ensuring compliance with industry regulations and reducing critical vulnerabilities by 90%. Facilitated seamless updates, enhancing endpoint security defenses.
- Improved virtualized management by configuring VMware vCenter, resulting in a 20% reduction in resource waste and a 15% improvement in system performance.
- Streamlined Veeam Backup implementation, configuring backup settings and performing regular maintenance to safeguard data integrity; decreased downtime by 25% and zero data loss incidents.
- Orchestrated Trellix Endpoint Cloud administration for 1,400+ workstations via regular updates, deploying robust DLP solutions, and monitoring threats. Maintained a secure environment, safeguarding sensitive organizational data.

Technical Support Specialist

Aljabr Holding [↗](#)

02/2020 - 04/2022

Dammam, Saudi Arabia

- Delivered advanced technical support to over 4000 users across 14 companies within Aljabr Holding including on-site, on-call, and remote desktop assistance, covering hardware, software, and network connectivity.
- Initiated user incidents in an ITIL-Based ticketing system, ensuring compliance with SLA requirements. Execute tier 3 escalations as necessary while conducting detailed incident analysis for comprehensive resolution.
- Designed and managed IT hardware asset inventory records, achieving precise deployment and repair operations. Reduced equipment loss by 15% and optimized operational effectiveness across all departments.
- Developed and maintained a robust knowledge base by collaborating with cross-functional teams. Documented 30+ common issues with effective solutions, which reduced customer support tickets by 40% and improved customer satisfaction.

PROFESSIONAL CERTIFICATES

PECB ISO/IEC 27001 Provisional Implementer (09/2025)

Certificate Number: 1181344-2025-09

VMware Certified Professional: Data Center Virtualization 2024 [v2] (12/2024)

Candidate ID: BDCM00857545

ISC2 Certified Cybersecurity (12/2023 - 11/2026)

Certification Number: 1885046

CompTIA Certified Security+ (10/2023 - 10/2026)

Certification Number: 6FHBX462FRQ1KS3

Microsoft 365 Certified: Security Administrator Associate (02/2022 - 02/2025)

Certification Number: EF9C8A-F30783

Microsoft Certified: Information Protection Administrator Associate (05/2023 - 05/2024)

Certification Number: E53178-FPF393

Microsoft Certified: Cybersecurity Architect Expert (04/2023 - 04/2024)

Certification Number: 417BEF-K4055B

ITIL® 4 Foundation CPD (06/2020 - 06/2022)

Certification Number: 9980094197697757

COURSES

ISO/IEC 27001 Lead Implementer (09/2017)

PECB

■ Course Length: 5 Days

VMware vSphere : Install, Configure, Manage (12/2024)

Global Knowledge

■ Course Duration: 5 Days

Official ISC2 CC Online Self-Paced Training (11/2023)

ISC2

■ Course Length: 9 Total hours

Microsoft Certified: Cybersecurity Architect Expert (04/2023)

Microsoft Learn

■ Course Length: 6.3 Total hours

Microsoft Certified: Information Protection and Compliance Administrator Associate (04/2023)

Microsoft Learn

■ Course Length: 19 Total hours

Microsoft 365 Certified: Security Administrator Associate (02/2022)

Microsoft Learn

■ Course Length: 28 Total hours

Microsoft 365 Security Administration (Exam MS-500) (02/2022)

Instructors: Alan Rodrigues | Udemy

■ Course Length: 8 Total hours

MS-500 Microsoft 365 Security Administration (02/2022)

Instructor: Intellezy Trainers | Udemy

■ Course Length: 4.5 Total hours

EDUCATION

Associate degree | Computer and Information Technology

Dammam Community College of KFUPM

03/2016 - 10/2019

Dammam, Saudi Arabia

ACHIEVEMENTS

SharePoint Migration and Optimization

- Migrated critical sites to SharePoint Online, supporting 200+ users and 10,000+ documents, enabling faster performance through Power Automate workflows, saving 98,917 SAR in-house, and eliminating 6,181 SAR in annual backup server costs.

Microsoft Reporting tool Implementation

- Implemented the AdminDroid Microsoft reporting tool, replacing an outdated solution to enhance advanced reporting and auditing capabilities; lowered annual costs from 7,000 SAR to 4,600 SAR while improving visibility.

Microsoft 365 License Allocation

- Restructured Microsoft 365 licensing schemas by monitoring user's usage of applications, and email storage, resulting in a substantial 20% annual cost reduction.

Microsoft Entra AD Security Enhancement

- Identified a critical Azure AD vulnerability allowing external invites without admin approval; reported promptly, leading to enhanced security measures and reducing potential unauthorized access incidents by 75%, improving organizational security posture.

Veriato Insider Risk Management

- Deployed Veriato User Activity Monitoring and Insider Risk Management, configuring security policies for antivirus compatibility. Delegated HR administrative access, ensuring effective monitoring while preserving system integrity, compliance, and supporting modern workplace security initiatives.

Safe Browsing

- Enforced baseline security measures across all user devices to eliminate outdated protocols; secured browsing by mitigating Cross-Site Scripting (XSS) vulnerabilities, resulting in a 40% reduction of reported incidents.

SAP HANA Transformation Project

- Developed a comprehensive SAP setup package in DCM, replacing the old SAP version with SAP V8.0 Patch Level 9. Deployed to 400+ devices, ensuring seamless business operations for the SAP HANA transformation project.

System and Application Security Baseline

- Enforced Systems and Office 365 security baseline by executing Microsoft Best Practice Policy Controls, leading to an increased resilience of the systems against potential vulnerabilities.

Third Party Cybersecurity Compliance Certificate

- Spearheaded the deployment of critical security measures, achieving compliance certification and empowering the organization to secure business operations with Saudi Aramco, enhancing credibility, operational efficiency, and alignment with industry-leading standards.

TECHNICAL SKILLS

Microsoft 365

Azure Active Directory (AAD) | Office365 Admin Center | Exchange Online | SharePoint Online | Microsoft Teams | Microsoft Defender | Microsoft Purview | Power Automate | Azure DevOps Services | Microsoft Data Loss Prevention.

Microsoft

Windows 11 | Windows Server Administration | Exchange Server Management | Active Directory Management | PowerShell Scripting | SQL Server Management | Group Policy Management | SCCM Administration.

Security

Harmony Endpoint CheckPoint | Trellix Endpoint | Microsoft Defender | Firewall management | Data Loss Prevention | Identity Access Management |

Virtualization

VMware vSphere / ESXi | Azure Virtual Machines.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency