FADI AMIN AL-IBRAHIM

IT System Administrator

Professional IT System Administrator with 7 years of experience. Developed an effective and secure IT enterprise environment by increasing efficiency through automation of complicated procedures. Initiated more than 25 enterprise IT projects and initiatives that brought about digitalization and long term cost savings.

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WORK EXPERIENCE

IT System Administrator

Saudi Arabian Amiantit

May / 2024 - Present | Dammam, Saudi Arabia

- Secured Microsoft for 750 users with phishing-resistant multi-factor authentication and email threat response, reducing identity security risks by 80%.
- Managed system patching deployment for 600 endpoints, achieved a consistent 97% success rate through comprehensive scenario analysis before rollouts.
- Developed SharePoint applications to digitize pipe manufacturing procedures, reducing manual effort, and generating SAR 150,000 in cost savings.
- Automated DNS scavenging across forward and reverse lookup zones, configuring aging intervals cleanup cycles, which resolved 99% of IP and DNS inconsistencies.
- Introduced Artificial Intelligence (AI) into the workplace by implementing and governing Microsoft 365 Copilot users, enabling secure AI-assisted productivity across Microsoft 365 applications.
- Launched an end-user knowledge base with instructional guides and self-service password reset, reducing help-desk tickets by 70%.

IT System Administrator

Aljabr Holding

Apr / 2022 - May / 2025 | Dammam, Saudi Arabia

- Led Active Directory group policy management, DNS integration, and DHCP configuration, improving network performance by 25%.
- Strengthened SCCM patching for 1,400 workstations, reducing critical vulnerabilities by 90%, and improving security compliance.
- Implemented Microsoft 365 workloads and compliance solutions to protect business data, reducing the risk of data breaches by 40%.
- Configured Veeam backups and performed regular maintenance to protect data integrity, decreasing downtime by 25%.
- Administered Trellix endpoint security for 1,400 workstations, supporting updates and implementing data loss prevention controls.

IT Technical Support Specialist

Aljabr Holding

Feb / 2020 - Apr / 2022 | Dammam, Saudi Arabia

- Delivered hardware, software, and network connectivity support to more than 4,000 users across 14 Aljabr companies.
- Designed an IT asset inventory application to track equipment deployment and repairs, reducing equipment loss by 15%.
- Created a knowledge base library documenting 30+ common issues and solutions results in reducing support tickets by 40%.

EDUCATION

Associate Degree | Computer and Information Technology

Dammam Community College of KFUPM

Mar / 2016 - Oct / 2019 | Dammam, Saudi Arabia

SELECTED PROJECTS

Microsoft 365 License Optimization

- Audited application usage and licensing requirements for 283 users, selecting Microsoft Business Basic instead of planned E3 licenses to avoid SAR 173,338 in annual OPEX a 73.7% cost reduction.

SharePoint Cloud Migration

- Migrated critical sites supporting 200+ users and 10,000+ documents to SharePoint Online, avoiding up to SAR 98,917 in external implementation costs and cutting SAR 6,181 in recurring annual backup expenses.

Reporting & Security Auditing

- Replaced the legacy Microsoft 365 reporting platform with AdminDroid, reducing annual costs from SAR 7,000 to SAR 4,600 while strengthening reporting, auditing, administrative visibility, and security-gap identification.

External File Sharing Governance

- Secured external collaboration by restricting sharing to approved users, introducing business approval, and implementing group-based access controls across SharePoint and OneDrive to reduce unauthorized data exposure.

Microsoft Entra ID Security Enhancement

- Pinpointed a critical system configuration flaw that allowed external guest invitations without administrator approval, the remediation led in reducing the company's overall risk exposure by 20%.

CERTIFICATES

PECB ISO/IEC 27001 Provisional Implementer

Certificate Number: 1181344-2025-09
Sep / 2025

VMware Certified Professional: Data Center Virtualization 2024

Candidate ID: BDCM00857545
Dec / 2024

ISC2 Certified Cybersecurity

Certification Number: 1885046
Dec / 2023

CompTIA Certified Security+

Certification Number: 6FHBJX462FRQ1KS3
Oct / 2023

Microsoft Certified: Information Protection Administrator Associate

Certification Number: E53178-FPF393
May / 2023

Microsoft Certified: Cybersecurity Architect Expert

Certification Number: 417BEF-K4055B
Apr / 2023

Microsoft 365 Certified: Security Administrator Associate

Certification Number: EF9C8A-F30783
Feb / 2022

ITIL® 4 Foundation CPD

Certification Number: 9980094197697757
Jun / 2020

TECHNICAL SKILLS

Microsoft 365

Microsoft Entra ID | Microsoft 365 AdminCenter | Exchange Online | SharePoint Online | Microsoft Teams | Microsoft Defender | Microsoft Purview | Power Automate | Power Apps | Microsoft Intune |

Microsoft Infrastructure

Windows 11 | Windows Server | Exchange Server | ActiveDirectory | SQL Server | Microsoft Configuration Manager (SCCM) |

Security & Data Protection

CrowdStrike | Check Point Harmony Endpoint | Trellix Endpoint Security | Microsoft Defender | Microsoft Purview | Veeam Backup & Replication |

Virtualization & Cloud

VMware vSphere | VMware ESXi | Azure Virtual Machines |

Scripting & Development

PowerShell | HTML | CSS | ASP.NET | SQL |

Branding, Design & Web Management

Human-Centered Design | Corporate Branding | Domain & DNS Management |

TRAINING COURSES

ISO/IEC 27001 Lead Implementer

PECB
Sep / 2025

VMware vSphere : Install, Configure, Manage

Global Knowledge
Dec / 2024

Official ISC2 CC Online Self-Paced Training

ISC2
Nov / 2023

Microsoft Certified: Cybersecurity Architect Expert

Microsoft Learn
Apr / 2023

Microsoft Certified: Information Protection and Compliance Administrator Associate

Microsoft Learn
Apr / 2023

MS-500 Microsoft 365 Security Administration

Udemy
Apr / 2023

Microsoft 365 Certified: Security Administrator Associate

Microsoft Learn
Feb / 2022

Microsoft 365 Security Administration (Exam MS-500)

Udemy
Feb / 2022

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency