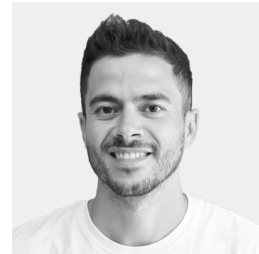


# Mohamad Abdel Rahman

Vigerslev Allé 284, Valby DK-2500

Mob.: +45 2757 5788

[Mohamadrahman@outlook.com](mailto:Mohamadrahman@outlook.com) · [LinkedIn Profile](#)



## Curriculum Vitae

### PROFESSIONAL SUMMARY

---

With more than 13 years of experience in IT system administration, including 10 years in international environments. I bring solid expertise across a broad range of technologies, strong troubleshooting skills, and the ability to work effectively across diverse teams and cultures.

In my current role at ENVO-IT as an IT Consultant, I am responsible for operational infrastructure tasks and processes for multiple customers. My responsibilities include backup operations, server and software patching, PKI management, Azure AD and Enterprise Applications, as well as automating infrastructure and operational processes using PowerShell. I am also dedicated 2.5 days per week to Zebra A/S, where I serve as Global IT Infrastructure Specialist.

Previously at Danske Spil, I was responsible for managing the company's macOS environment through Jamf Cloud, overseeing Robot Process Automation (UiPath Orchestrator), supporting the RDS 2016 environment, and acting as Global Administrator for Azure AD, Microsoft 365, and Exchange Online. I led the decommissioning of the legacy Windows Server environment and the migration of services to Windows Server 2019. My work also included technical documentation, risk and impact assessments, and participation in change management processes, including collaboration with Atea on Microsoft licensing audits.

I thrive in roles where I can independently troubleshoot complex issues, implement and improve infrastructure solutions, and drive operational efficiency. At the same time, I value strong teamwork and close collaboration with ServiceDesk teams to improve operational workflows and end-user support.

### Work Experience

June. 2021 - Now

#### **IT-Consultant**, ENVO-IT

From the beginning of my role at ENVO-IT, I was assigned to Zebra A/S where I had one month to familiarize myself with their infrastructure, processes, and documentation. I am now dedicated two days per week to Zebra A/S as their primary Infrastructure Specialist.

In addition, I support ENVO-IT's Infrastructure department by managing operational tasks, infrastructure monitoring, and automation initiatives across multiple customers.

#### **Key responsibilities**

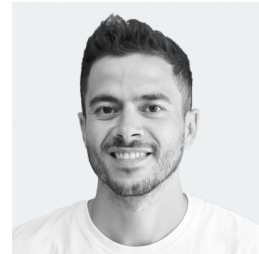
- Primary Infrastructure Specialist for multiple enterprise customers
- Responsible for infrastructure monitoring using PRTG Network Monitor
- Managing operational processes including backup, patching, and infrastructure maintenance
- Automating infrastructure and ServiceDesk processes using PowerShell
- Leading infrastructure-related projects and platform improvements
- Managing Windows server patching across customer environments
- Supporting Azure AD, Microsoft 365, PKI infrastructure, and Enterprise Applications
- Responding to infrastructure alerts and coordinating with internal teams and vendors

# Mohamad Abdel Rahman

Vigerslev Allé 284, Valby DK-2500

Mob.: +45 2757 5788

[Mohamadrahman@outlook.com](mailto:Mohamadrahman@outlook.com) · [LinkedIn Profile](#)



## Key customer engagements

### Zebra A/S

- Monitoring infrastructure and responding to operational alerts and backup reports
- Owner of VMware vSphere platform and server infrastructure
- Azure AD and Microsoft 365 Global Administrator
- Cross-functional collaboration with internal teams and external vendors
- Migrated Google Workspace (G-Suite) services to Microsoft 365 (Exchange Online, SharePoint, OneDrive)
- Migrated 350+ servers from Kaseya VSA 9 to Kaseya X, including patch automation and policy recreation
- Onboarded Windows clients to Kaseya X following TeamViewer phase-out
- Managing server patching across test, development, and production environments
- Upgrading end-of-life servers and decommissioning legacy systems
- Maintaining SCCM infrastructure and services
- Implementing PowerShell automation for onboarding, offboarding, and ServiceDesk workflows
- SharePoint Online analysis reducing unused storage footprint by 10TB
- Managing PKI infrastructure including root and wildcard certificate renewals
- Supporting CrowdStrike Falcon security platform (agent deployment and incident handling)
- Providing 3rd level infrastructure support

### John Jensen VVS

- Migrated entire infrastructure to ENVO-IT datacenter
- Decommissioned legacy domain controllers and deployed new AD domain controllers
- Migrated SQL databases and application services to Windows Server 2019
- Implemented infrastructure monitoring and alerting for critical services
- Coordinated migration activities with external vendors

### G. Tscherning

- Infrastructure migration to ENVO-IT datacenter
- Analysis and redesign of existing infrastructure setup
- Decommissioned legacy domain controllers and deployed new AD domain controllers
- Migrated SQL databases and applications to Windows Server 2019
- Migrated file shares to DFS with PowerShell-based deployment via Intune
- Implemented backup solutions and monitoring for critical services

Apr. 2019 - May 2021

## System administrator, Danske Spil A/S

At Danske Spil A/S my keywords are improvements and opportunities. "Where and what can we optimize". ServiceDesk, which previously spent hours preparing an Apple Device, is now running Zero Touch. Fast adaptable during the Corona time, ensuring all Call-Services can work from home, by optimizing the s4b solution to now been responsible for implementing MS Teams as a standard communication tool.

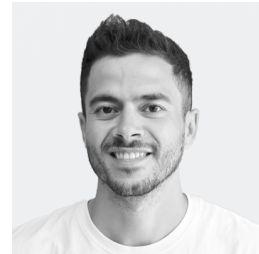
- Optimized and maintains of Jamf Cloud
- Implementation of Zero-Touch deployment for macOS devices (incl. documentation).
- Phasing out NoMad replaced by Jamf Connect (incl. documentation).
- Quick changeover at the closure of DK. *Creating Response Groups, WorkFlows in the S4B solution ensures that all Call-services can handle calls from home*
- Responsible for the annual MS audit
- Decom our old Windows Server farm to new WinSrv2k19
- Redesign and implementing RPA (UiPath Orchestrator) solution, windows farm, application, and documentation
- Optimized and maintains our Snow solution

# Mohamad Abdel Rahman

Vigerslev Allé 284, Valby DK-2500

Mob.: +45 2757 5788

[Mohamadrahman@outlook.com](mailto:Mohamadrahman@outlook.com) · [LinkedIn Profile](#)



- Participate in solving incidents and performing root cause analysis and ensure proper change control
- Prepare technical documentation
- Infrastructure technologies (DNS, DHCP, PKI, and Radius).
- Global Administrator on AzureAD portal, O365, Exchange Online, etc.

Dec. 2018 - March 2019

## System Administrator, Vertic inc.

My ambitions and goals for Vertic were great, went in 110%.

Vertic was plagued by phishing mailboxes that were hacked, viruses, and malware on their clients.

I managed to before I was terminated due to cuts.

- Optimize and maintained hosting environment on Rackspace, reduced costs monthly by 13,000 DKK
- Implemented Sophos Endpoint and Email Gateway. Resulted in reduced SPAM and Phishing emails. (incl. documentation)
- Implementation of Intune. Creating Profiles, patch management, and software rollout. (incl. documentation)
- Implementation of CodeTwo E-mail and Exclaimer for Office365. (incl. Documentation)
- Implemented MDT / WDS. From 4-5 hours of preparing a laptop to under 1 hour. Fully automated. (incl. documentation)

Jan. 2017 - Dec. 2018

## Operator, Netcompany A/S

The time at Netcompany was extremely interesting and challenging, especially with its extreme growth, constant development, always with the latest technology, challenging both my professional and personal competencies.

- Migration of Mesan to Netcompany A/S. Responsible for integrating all macOS devices, preparation of documentation and processes
- The upgrade of TFS from 2013 to 2018 (incl. documentation)
- Implementation of Parallels Mac Management for SCCM (incl. Documentation).
- Daily maintenance and administration of Microsoft SCCM 2012 + 5 DP.
- Design, Installation, implementation of MacOS server, Open Directory, and Profile Manager on 2xMac Mini (incl. documentation).
- Design, Installation, and implementation of Jamf Cloud, Jamf Cloud DP, and DEP (incl. documentation).
- Cloud services Office365, AzureAD, Intune etc.
- Part of the migration of Hunter MacDonald.
- The monitoring our systems. Tests, pre-prod. and prod. environments with "Orion" (Solarwinds).
- Basic knowledge MS SQL - Creating and managing Failover Cluster, AlwaysON groups.
- Infrastructure technologies (DNS, DHCP, and PKI).

Apr. 2013 - Aug. 2013

## Military service, The Navy Frederikshavn

Finished with top-grade A1

Strengthened collaboration and communication skills, pushed the physical and mental boundaries.

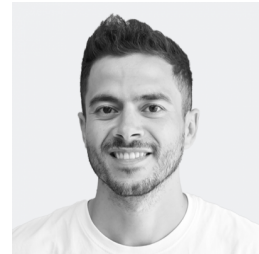
- Fire fighting in ships
- Tactical medical service for a single man
- 6 weeks Sailing with Aries in Greenland

## Mohamad Abdel Rahman

Vigerslev Allé 284, Valby DK-2500

Mob.: +45 2757 5788

[Mohamadrahman@outlook.com](mailto:Mohamadrahman@outlook.com) · [LinkedIn Profile](#)



Jan. 2012 - Dec. 2016

### **Group IT Administrator**, Haarslev Industries A/S

My time at Haarslev Industries A/S has been extremely educational, especially the migration from 13 different domains to one domain. Implementation of Wyse ThinClient "RDS Server 2012" in production at Haarslev Industries.

- Upgrade from Exchange 2010 to Exchange 2013. (Moving mailboxes, creating and moving DNS and MX Records).
- Maintenance and optimization of all IT equipment in production and administration.
- Design, Installation, and implementation of new RDS solution.
- Migration of 6 different domains. Domain acquisition, relocation of DNS Records, AD, DNS, and DHCP creation, data transfer.
- Setup up network equipment in collaboration with third parties. Incl. documentation.
- 1st and 2nd level worldwide support
- Active Directory, Win SRV 2003, 2008, 2012R2
- VMware ESXi management creates, maintains, and shuts down servers.

Feb. 2012

- Finished education "Data-tekniker" with a 10 in the danish grading scale.

2011- 2014

### **IT coordinator** Nethood project

The Danish Agency for Libraries and Media

Start-up of pilot project NetHood in the Dalum area expanded to Dalum Library + 2 apprentices.

- Training of 2 volunteers in IT support
- 1st Level support for local citizens of all ages, both young people and pensioners.
- Start-up of IT course for beginners.
- Strengthened my patience, respect for customer needs.

2011 - 2013

### **Voluntary employee**, Dalum youth club

Activation of young people between 10-17 years

Arranging of large and small excursions, tunings, cooking, etc.

2007 - 2012

### **IT Student**, Energy Fyn

Has acquired competencies within:

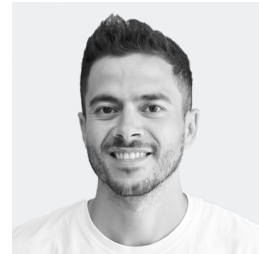
- Windows Server 2003 - 2008 R2
- Active Directory ■ DHCP ■ DNS ■ Group Policy
- Citrix XenApp 5-6
- MS Exchange Server 2003 - 2010
- VMware vSphere Client
- SAN Storage and Backup
- SQL Server 2008 R2
- 1 level support on both Windows and Mac OS.
- User understanding

# Mohamad Abdel Rahman

Vigerslev Allé 284, Valby DK-2500

Mob.: +45 2757 5788

[Mohamadrahman@outlook.com](mailto:Mohamadrahman@outlook.com) · [LinkedIn Profile](#)



- Service understanding
- Hardware rep. of Laptop, Smartphones, etc.

## EDUCATION

---

- 2007-2012 4-year Computer Technician - SDE Collage
- 2006-2007 Basic course Data and communication - SDE Collage
- 1996-2006 Primary school at Tingløkkeskolen - Dalum

## COURSES AND CONTINUING EDUCATION

---

- 2021 Liongard Certified Professional (LCP)
- 2013 Navy Accident Course - Firefighting in ships
- First Aid - Navy Sergeant and Elementary School
- 2012 Maintaining a Microsoft SQL Server 2008 Database - M6231, 4D Consultants
- 2011 2012 Falck's basic course in first aid and firefighting, Odense Fire Brigade
- 2011 Linux Cluster Infrastructure, Mercantec
- 2010 Configure and Troubleshooting Windows Server 2008 R2 - M6421, Global Knowledge
- 2010 DGI sports leader course, Dalum

## LANGUAGE SKILLS

---

- Arabic Mother tongue
- Danish Mother tongue
- English Highly practiced

## PERSONAL QUALIFICATIONS

---

- Is committed - Always gives 100%
- The ability to see improvements.
- Good Communications skills
- Have a positive outlook on life
- Thrives in a versatile everyday life
- Have an overview
- Team player
- Self-employed
- A well-developed sense of humor

## MORE INFORMATION

---

- Is security approved via the PET degree [HEMMELIG].
- Creates and maintains websites for friends and acquaintances
- The local IT nerd
- Family & Friends
- Sports - love Running and strength training
- B- driver license