

Abdulrahman Ahmed Barnawi

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PROFESSIONAL SUMMARY

Microsoft Certified (AZ-900) Systems Administrator and Computer Science graduate with hands-on experience managing enterprise infrastructure across government and retail sectors. Proven ability to administer Windows Server environments, manage Active Directory for 200+ users, and maintain 99%+ system availability. Experienced in virtualization (Hyper-V & VMware), Azure cloud services, patch management, and backup/recovery operations. Seeking a Systems Administrator or Cloud Infrastructure role to leverage infrastructure expertise and drive operational excellence.

PROFESSIONAL EXPERIENCE

IT Support Specialist (Tamheer) – Panda Retail Company

Dec 2025 – May 2026

- Provide Level 1/2 IT support across 5+ retail branches, maintaining 99%+ uptime for POS terminals and store infrastructure.
- Resolve 30+ support tickets per week covering hardware, software, and network connectivity issues with under 2-hour SLA for critical incidents.
- Installed, configured, and maintained 100+ desktop computers, printers, and network devices across multiple branch locations.
- Perform weekly system updates and preventive maintenance on 50+ endpoints, reducing recurring hardware failures by 40%.
- Manage backup operations covering 500+ GB of business-critical data, achieving 100% successful recovery rate during scheduled tests.
- Coordinate with infrastructure teams on escalated incidents, reducing average escalation resolution time by 30%.

System Administrator – Intern – Royal Commission for Jubail and Yanbu

Jan 2025 – Jul 2025

- Administered Windows Server environments across 10+ servers, contributing to 99.5% monthly availability SLA for government systems.
- Managed Active Directory lifecycle for 200+ user accounts including provisioning, deprovisioning, permissions, and Group Policy enforcement.
- Monitored server performance using system tools, proactively identifying and escalating 15+ potential issues before causing downtime.
- Executed patch management cycles covering 50+ servers and workstations, achieving 95%+ compliance with security update policies.
- Supported backup and recovery operations for critical government data, completing 100% of scheduled backup jobs without failures.
- Contributed to IT compliance audits, helping maintain infrastructure standards across all monitored systems.

PROJECTS

Enterprise Virtualized Infrastructure – Graduation Project | Hyper-V ·

VMware · Windows Server · Active Directory

- Independently designed and deployed a fully virtualized enterprise environment simulating real-world infrastructure.
- Configured Windows Server with Active Directory, DNS, DHCP, Group Policy Objects (GPO), and Remote Access Services.
- Implemented role-based access control and organizational unit (OU) structure for 50+ simulated user accounts.
- Documented architecture, configuration steps, and troubleshooting procedures for peer review.

Azure Cloud Infrastructure Lab Portfolio | Microsoft Azure · PowerShell ·

Entra ID · Azure Automation

- Built hands-on Azure labs covering: Blob Storage, File Share (SMB), Virtual Machines, VNet Peering, and Private Endpoints.
- Configured Azure DNS Zones and automated resource management using PowerShell Runbooks in Azure Automation.
- Deployed Entra ID (Azure AD) with MFA enforcement and role-based access control (RBAC) for identity management.
- Managed Azure Cost Management dashboards and hosted a bilingual portfolio website on Azure Static Website with CDN.

EDUCATION

Bachelor of Science in Computer Science – Yanbu Industrial College,
Yanbu, Saudi Arabia

2020 – 2025

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900) – Microsoft

TECHNICAL SKILLS

Systems Administration: Windows Server, Active Directory, Group Policy (GPO), DNS, DHCP, Remote Access

Cloud & Virtualization: Microsoft Azure (Compute, Storage, Networking, Entra ID), Hyper-V, VMware

Operations: Patch Management, Backup & Recovery, System Monitoring, Preventive Maintenance, PowerShell Automation

Networking: TCP/IP, VNet, DNS Zones, Private Endpoints, Network Troubleshooting

Tools & Platforms: Azure Portal, Azure Automation, Entra ID / Azure AD, Remote Desktop, Ticketing Systems

LANGUAGES

Arabic | English