



OMAR AL JAWAD

ICT

ABOUT

I'm an ICT Administrator at Samsung SDS Europe with expertise in system and network management across multiple European locations. I manage platforms like Microsoft 365, Azure Entra ID, Intune, VMware, and Fortinet, while also supporting users, servers, and infrastructure. I've led the deployment of AI tools like Microsoft Copilot to drive digital transformation and improve productivity. With a practical background in IT operations, hardware support, and software licensing, I focus on delivering secure, efficient, and scalable IT environments.

I'm currently planning to return and reside in Iraq, where I aim to contribute to the region's growing tech landscape.

EDUCATION

VISTA College

ICT Administrator (2018 - July 2021) , The Netherlands

University of Baghdad

Biology (September 2011 - September 2015), Iraq

WORK EXPERIENCE



Samsung SDS Cello Logistics Europe

ICT- Administrator August 2022 - Present

Born, Limburg, The Netherlands

- Manage and administer core IT systems across all Samsung SDS Europe locations, ensuring stability, performance, and security.
- Serve as the primary administrator for Microsoft 365, overseeing user accounts, licenses, email, Teams, domain management, OneDrive, and SharePoint.
- Proficient in Microsoft Office applications, including Excel, Word, PowerPoint, and Outlook, supporting user training and troubleshooting.
- Administer Microsoft Entra ID (Azure AD) and Microsoft Intune, managing device compliance, security policies, and user profiles across all enrolled devices.
- Maintain and manage on-premises servers, including Active Directory (AD), DNS, NTP file servers, SFTP, and VMware ESXi environments.
- Create and enforce Group Policies (GPOs) to standardize workstation configurations and enhance domain security.
- Manage the VMware infrastructure through vSphere, including virtual machine provisioning, performance monitoring, and resource allocation.
- Manage the TOPdesk IT service management system (ticketing platform), including workflow customization and user access management.
- Manage SureMDM for company PDAs, including device enrollment, job profiles, remote support, and system configuration.
- Oversee the AVAYA VOIP portal, handling configuration and monitoring of telephony services for internal communications.
- Utilize N-able monitoring system for proactive monitoring and alerting on servers, workstations, and network health.
- Manage the corporate network infrastructure using Fortinet, including FortiGate firewalls, switches, and wireless access points.
- Configure and maintain LAN/WAN environments, ensuring stable, secure, and optimized connectivity across multiple European sites.
- Set up and maintain site-to-site and client VPNs, enabling secure remote access for users and offices.
- Perform regular firewall policy management, access control updates, and threat monitoring to protect the network environment.
- Troubleshoot and resolve network performance issues, ensuring minimal downtime and optimal service delivery.
- Project Management Lead and coordinate IT projects.
- Maintain SOPs and Technical documentation and provide support.

CONTACT

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NATIONALITY

Iraqi , Dutch

LANGUAGE

- Arabic (Native speaker)
- Dutch (Full Professional)
- English (Professional Working)

SKILLS

- Microsoft 365 Admin
- Azure Entra ID (Azure AD) & Intune
- Windows Server & AD
- Fortinet Firewall & VPN
- Strong Problem Solving
- PBI (Basic Knowledge)
- IT Procurement & Licensing
- Team Support & Communication
- Project Leadership
- IT Strategy and Planning
- Advanced Technical Proficiency

PROJECTS

- IT Infrastructure Setup – Warehouse Samsung SDS Europe – 2022
- Microsoft Intune Setup Samsung SDS Europe – 2024
- TOPdesk Implementation Samsung SDS Europe – 2023
- ISO 9001 (IT Scope) Samsung SDS Europe – 2023

CERTIFICATES

- ITIL 4
- Management & Leadership
- Microsoft Intune MD-102
- NSE 1 Network Security Associate
- CMI
- MS-900: Microsoft 365 Fundamentals
- IT Troubleshooting Skill Training
- English for IT Professionals
- Microsoft Intune (MDM-MAM)
- Microsoft Entra ID (Azure)

Desktop & Peripheral Support:

- Provide timely support for desktop and laptop hardware, software, and OS-level issues to reduce user downtime.
- Support a variety of printing solutions, including A4 printers and label printers, ensuring seamless operation and integration with business systems.

Procurement & Licensing Management:

- Oversee IT equipment procurement, ensuring alignment with organizational needs, budgets, and technical specifications.
- Maintain relationships with IT vendors, ensuring timely delivery, quality assurance, and contract compliance.
- Manage software licensing for Microsoft and third-party applications, ensuring legal compliance and managing renewal cycles.
- Operational Leadership & Process Improvement:
- Lead daily IT operations, providing strategic and hands-on leadership to maintain and improve IT performance across the region.
- Supervise and mentor IT interns, ensuring they receive proper guidance and contribute effectively to team tasks.
- Design and implement scalable IT systems and operational processes to enhance efficiency, standardization, and continuous improvement.
- Build strong relationships with internal stakeholders, ensuring IT solutions align with business needs and that issues are resolved promptly and professionally.



Experis Manpower Group

ICT- Junior Administration

September 2021 - April 2023 (1 year 8 months) Eindhoven, The Netherlands

- Provided first and second-line technical support for hardware, software, and network issues across desktops, laptops, and mobile devices.
- Assisted in daily system administration tasks, including user account creation, permission assignments, and basic Active Directory management.
- Supported Microsoft Office and Office 365 applications, assisting users with configuration, troubleshooting, and account setup.
- Assisted in administering Microsoft Entra ID (Azure AD) and Microsoft Intune, supporting device compliance, security policies, configuration profiles, and user management across enrolled devices.
- Participated in software installations, updates, and system rollouts across user devices.
- Monitored and updated tickets through the internal IT ticket system, ensuring proper logging and follow-up.
- Provided basic network support including cable management, switch connections, and device connectivity troubleshooting.
- Collaborated with senior IT staff on small projects and gained foundational experience in enterprise-level IT environments.



Pie Medical Imaging

ICT-Support

February 2020 - February 2021 (1 year 1 month) Maastricht, The Netherlands

- Provided first-line technical support for hardware, software, and network issues, both remotely and on-site, ensuring timely resolution and minimal downtime.
- Installed, configured, and maintained Windows operating systems and standard applications, including Microsoft Office.
- Performed hardware diagnostics and physical replacements, including RAM, SSDs, hard drives, batteries, and other components.
- Supported a variety of printers including A4, label printers.
- Created and managed user accounts, passwords, and permissions in Active Directory and Microsoft.
- Monitored and resolved tickets using an Topdesk system, ensuring timely response and resolution.
- Assisted in basic network tasks including switch setup, cable management, and access point configuration.
- Supported Office 365 tools, email accounts, and user access across devices.
- Maintained IT inventory records and assisted with hardware procurement and deployment.
- Provided on-site and remote support, ensuring minimal downtime and user satisfaction.
- Documented solutions and created internal knowledge base articles to improve support processes.