

Saif Al-Qaisi

IT Manager | Microsoft System Admin

MCP, MCSA, MCSE, MCITP, MCT, MCSA 2012, MCSA 2016, MCSA Office 365, Azure Fundamentals, CompTIA N+

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OBJECTIVE

A highly motivated and confident Training Manager, Operation Manager and instructional expert in Microsoft and Office technologies with exceptional multi-tasking and organizational skills. Having extensive experience of identifying the needs of corporate customers and delivering latest technologies and marketing campaigns for key clients. Processing a significant record of achievement in IT and able to quickly understand the mission, vision and values of an organization.

EDUCATION

1998 - 2002 Bachelor of Computer Science, Al-Mansour University College, Baghdad-Iraq

EXPERIENCE

Pioneers E-Management | Amman-Jordan | Systems & Network Administrator - Full Time

2005 - 2010

- Administer and manage two Domain Controllers with database replication
- Configured and installed desktop and laptop operating systems
- Maintained company servers, computers and printers
- Acted as primary contact for computer hardware and software problems, as well as network emergencies
- Drafted training materials and organized training sessions for employees
- Responded to all client's requests for technical issues by phone, email and chat services
- Manage, configure, install and support for Prometric and Pearson VUE global examination providers

New Horizons of Jordan | Amman-Jordan | Senior IT Trainer - Part Time

2010 - 2011

- Provide Systems Administrator and Engineering courses on Microsoft Windows Server 2003, 2008R2
- Provide Microsoft Certified IT Professional (MCITP)
- Provide Internet Security and Acceleration (ISA) Server course
- Provide Threat Management Gateway (TMG) Server course
- Provide Microsoft Exchange Server 2007, 2010 courses
- Provide Microsoft Office Application 2010 course
- Participation in team building and sales training events

General Computer & Electronics (GCE) | Amman-Jordan | Senior IT Trainer - Freelance

2010 - 2018

- Provide Systems Administrator and Engineering courses on Microsoft Windows Server 2008R2
- Provide Certified Solutions Associate courses on Windows Server 2012 and 2016
- Provide Microsoft Exchange Server 2010 and 2013 courses
- Provide System Center Configuration Manager (SCCM) 2012R2 course
- Provide System Center Virtual Machine Manager (SCVMM) 2012 R2 course

Specialized Technical Services (STS) | Amman-Jordan | Expert Technical Trainer - Freelance

2011 - 2017

- Provide Systems Administrator and Engineering courses on Microsoft Windows Server 2008R2
- Provide Certified Solutions Associate courses on Windows Server 2012R2
- Provide Microsoft Exchange Server 2010 and 2013 courses
- Provide Microsoft Office 365 Cloud courses
- Provide Microsoft Hyper-V courses
- Provide System Center Configuration Manager (SCCM) 2012R2 courses
- Provide System Center Virtual Machine Manager (SCVMM) 2012R2 courses
- Provide System Center Operations Manager (SCOM) 2012R2 courses
- Provide System Center Orchestrator 2012R2
- Provide Microsoft Public Key Infrastructure (PKI) course
- Provide Core Solutions of Microsoft Lync Server 2013



Security Management Technology (SMT) | Amman-Jordan | Senior Systems Administrator - Full Time

5/2018 – 10/2018

- Administer and manage physical Hyper-V Servers resources and operating systems to meet company's requirements
- Administer and manage virtual machines resources and operating systems to meet applications company's requirements
- Create, configure, and monitor virtual machine hardware profile and software profile
- Perform virtual machine online migration between physical Hyper-V servers for upgrading and clean installation purposes
- Perform and check Hyper-V virtual machine replication for failover purposes
- Perform Active Directory database defragmentation and backup system state
- Re-organize Active Directory database (Network Objects) to meet organization's hierarchy
- Perform and check Active Directory database replication between primary domain controller and other partners
- Backup all existing domain group policies for restore purposes and create report for each
- Modify domain controller security attributes and who has a privilege for the directory
- Deploy and configure a new domain controller that run Windows Server 2016 operating system to be able to use a new feature within network infrastructure
- Monitor the performance and storage of hosted servers and each virtual machine included that related to my daily checklist for servers and systems
- Calculating NTFS and Share permissions on File Server and set what is required for each user and group
- Test and monitor Backup Exec server jobs and modify folder and data selection
- Test and monitor Backup Exec server media and replacement as a daily job task
- Audit and report server's performance and activities and submit it to IT infrastructure manager
- Administer and manage third party external storage (NAS) to meet systems and networks requirements

Al Delma General Contracting Co. LLC | Iraq -Basra | Expert Technical Trainer – Freelance

11/2018 – 12/2018

- Provide Microsoft Share Point End User Level 1 Course
- Provide Microsoft Share Point End User Level 2 Course
- Provide CCNA Routing and Switching Course

TATWEER Academy | Iraq - Basra | IT Team Leader & Operation Manager - Full Time

10/2019 – 5/2020

- Coordinate and delegate the responsibilities of IT teams.
- Oversee the day-to-day functions of the department.
- Keep abreast of changes in the standards, technologies or methodologies.
- Carry out administrative functions.
- Have effective coaching and mentoring skills.
- Be able to handle work pressure.
- Responsible for the core systems of the network including Servers, CCTV and backup systems & hardware.
- Working as Operations Manager and Administrator for company's international accredited partners like New Horizons global training centers and Cisco Networking Academy
- Improving operational management systems, processes and best practices
- Helping the organization's processes remain legally compliant
- Perform quality controls and monitor production

Sardar Group | Iraq – Erbil | Microsoft System Admin – Full Time

12/2024 – 07/2025

- Manage Office 365 users details and activities
- Monitor user interactive login report – daily sign-in process
- Manage Microsoft Entra ID (Azure AD) and MFA
- Monitor Exchange Online user email usage , quota and archive settings
- Deploy Windows & Android devices to Entra ID (Azure ID) Online through Microsoft Intune
- Deploy Apps to Windows & Android devices through Microsoft Intune
- Monitor and support office 365 users with incidents and software issues

SKILLS

- Active Directory Database Replication (Writable Domain and RODC)
- Analyze and improve organizational process and workflow, employee and space requirements
- Responsible for all department managers and supervisors with review/approval for all employees
- Windows Server 2003, 2008 R2, 2012 R2, 2016
- Microsoft Exchange Server 2010, 2013 and Microsoft Office 365 Cloud Service
- Microsoft Windows XP, Vista, 7, 8 and Windows 10 Desktop and Laptop Expert
- Microsoft Office 2003, 2007, 2010, 2013, 2016
- IT Security Policies by using Group Policy (GPO)
- Failover Clustering with SAN storage Implementation
- Cisco Routing and Switching (CCNA)
- Network Load Balancing (NLB) Management and Configuration
- Microsoft Exchange Database Availability Group (DAG) and Client Access Server (CAS)
- Hyper-V Virtual Machine Management and Configuration
- Hyper-V Live Migration and Virtual Machine Replication
- Hyper-V Backup and Restore Virtual Machine
- System Center Configuration Manager (SCCM) 2012 R2
- System Center Virtual Machine Manager (SCVMM) 2012 R2
- Cloud services include Apple iCloud, Microsoft OneDrive, Box Cloud, Dropbox Cloud
- Administer, manage and monitoring third-party Backup Exec Server

IT & DYNAMIC CERTIFICATIONS

- Microsoft Office Specialist 2003, 2007, 2010, 2013 and 2016
- Microsoft Office 365 & Azure Fundamentals
- Microsoft Certified Professional (MCP)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Trainer (MCT) - *since 2008*
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Technology Specialist (MCTS)
- Install and Configure Windows 10
- Microsoft Certified Solutions Associate (MCSA) 2008
- Systems & Enterprise Administrator
- Enterprise Desktop Administrator
- Windows Server Virtualization Administrator
- Windows Server Desktop Virtualization
- Microsoft Certified Solutions Associate (MCSA) 2012
- Microsoft Certified Solutions Associate (MCSA) Office 365
- Microsoft Certified Solutions Associate (MCSA) 2016
- CompTIA Network+

LANGUAGES

Arabic (Native)

Fluent Reading, Writing, Speaking English

First Certificate in English (FCE) from Cambridge University

ADDITIONAL INFO

Place of Birth: Baghdad, Iraq

Date of Birth: 26-4-1981

Present Resident in Baghdad

Hobbies: Football, Swimming, Smartphones, New Technologies

Public Profile: <https://about.me/saif.al-qaisi>

LinkedIn Profile: <https://www.linkedin.com/in/saifalqaisi>

REFERENCES

Available Upon Request