

AMEEN ASAAD WAHID

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Languages: Kurdish (Native), English (Fluent), Arabic (Proficient)

◆ PROFESSIONAL SUMMARY

Dedicated and highly skilled IT professional with over **8 years of experience** in IT infrastructure, system administration, network security, and user support. Proven leadership in managing enterprise IT operations and leading technical teams. Specialized in Microsoft 365 administration (Intune, Teams, Defender), Google Workspace, FortiGate Firewall, and Kaspersky Next EDR. Known for implementing secure and efficient IT environments across governmental and private sectors including oil & gas and hospitality.

◆ CORE SKILLS

- **Microsoft 365 Administration:** Intune MDM, Teams, Defender for Endpoint, compliance policies, and user management
 - **Google Workspace Administration:** User provisioning, groups, access control, and security settings
 - **Cybersecurity:** FortiGate Firewall configuration, VPN, NAT, and traffic shaping; Kaspersky Next EDR setup and monitoring
 - **Team Leadership:** Leading IT teams, coordinating cross-departmental support, and managing technical projects
 - **Network and System Administration:** Active directory (planning), LAN/WAN support, endpoint protection
 - **Asset & Device Management:** Inventory systems, procurement coordination
 - **Technical Support:** Tier 1-3 support, troubleshooting, and end-user training
 - **Project Management:** IT implementation for infrastructure, hotels, government offices
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◆ PROFESSIONAL EXPERIENCE

IT Manager (Special projects (MyAccount, Runaki, Bloom, Tax) Project IT lead)

Prime Minister Office – KRG, Erbil

May 2024 – Present

- Administering Microsoft 365 environment including Intune (device enrollment, compliance), Teams, and Defender
- Managing Google Admin Console for hybrid collaboration setup
- Configuring and monitoring FortiGate firewalls, VPN, and network traffic policies
- Administering Kaspersky Next EDR for all organizational endpoints
- Leading the IT team in daily operations and infrastructure improvements
- Document Management System (DMS) using SharePoint and Google Workspace, including data migration, folder structuring, role-based access, user training, and digitization of physical records
- Providing remote support to over 300 staff and managing IT procurement coordination

IT Project Manager

Khoshnaw Group, Erbil

June 2023 – March 2024

- Oversaw IT infrastructure projects including BOQ, vendor management, and implementation
 - Designed network setups with AutoCAD for **CCTV, access control, intercom, Network, firealarm, and Sound System.**
 - Delivered technical support and ensured adherence to IT policies across all departments
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IT Support Specialist

GENEL Energy (Oil & Gas), Erbil

Oct 2020 – Jul 2023

- Managed daily IT support operations, user onboarding, and system monitoring
 - Solved Microsoft Teams, Outlook, and printer issues; configured network devices
 - Ensured compliance with company's IT security and backup procedures
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IT Supervisor

Titanic Hotel & SPA (5-star), Sulaymaniyah

Sep 2019 – Sep 2020

- Supervised hotel IT infrastructure including CCTV, Smart TV, access control, and guest network
 - Managed digital media, design, and social presence
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IT Support Specialist

CRESCENT PETROLEUM (Dana Gas), Sulaymaniyah

June 2018 – Aug 2019

- Provided IT support for client systems, meeting rooms, and security equipment
 - Installed and managed surveillance systems and printers
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◆ EDUCATION

Bachelor's in Database Technologies

Technical College of Informatics, Sulaymaniyah

2012 – 2016 | Graduated Top 10

Diploma in Database

Polytechnic Institute, Sulaymaniyah

2010 – 2012 | Graduated Top 10

◆ CERTIFICATIONS

- Microsoft Security, Compliance, and Identity Fundamentals
- Microsoft Azure Fundamentals
- CompTIA A+ 901
- Cisco CCNA (Packet Tracer Labs)
- H2S Safety Level 2 (Rutledge)
- Certificates of Outstanding Performance – Genel Energy & Crescent ptrolume