

Amr Ali

PROFESSIONAL SUMMARY

System Administrator / Systems Engineer with 9+ years of experience supporting enterprise infrastructure across Microsoft 365, Azure, and hybrid Active Directory/Azure AD environments. Skilled in identity and access management (GPO, Conditional Access, SSO), endpoint management (Intune, SCCM), and virtualization (VMware ESXi, Hyper-V, Azure VMs/AVD). Strong background in security operations including Microsoft Defender, DLP/retention, firewall/VPN administration, and monitoring/incident response. Experienced in backup and disaster recovery (Veeam) and automation using PowerShell. Proven ability to support 2,500 users across 8 sites and 16 overseas countries, while handling an average of 80+ tickets per day in fast-paced environments.

CORE SKILLS

- Azure Administration (Azure AD, Azure VMs, Virtual Desktop), Microsoft 365 (Exchange Online, Teams, SharePoint)
- Identity & Access: Active Directory (Hybrid), Group Policy, Conditional Access, SSO integrations
- Endpoint Management: Intune, SCCM, Imaging/PXE, Windows 10/11, macOS
- Virtualization & Backup: VMware ESXi, Hyper-V, Veeam, Acronis Imaging, Failover Clustering
- Networking & Security: VLANs, Routing, DNS/DHCP, VPN, Cisco Switching, SonicWall & Palo Alto Firewalls
- Security Tooling: Microsoft Defender, DLP/Retention Policies, Sophos AV, log monitoring/alert response
- Automation & Operations: PowerShell scripting, Remote Monitoring (Kaseya/VSA), ticketing systems (BMS, Cherwell)

CERTIFICATIONS

- Microsoft Azure Administrator (AZ-104)
- CompTIA A+
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- ITIL Foundation v4

PROFESSIONAL EXPERIENCE

System Administrator II — Securiport | Reston, VA | Jun 2022 – Present

- Administer Microsoft 365 and Azure environments (user provisioning, hybrid setup, licensing, distribution lists, shared mailboxes, and room resources).
- Implement and maintain security controls including DLP, retention policies, Conditional Access, and Defender incident response/alert management.
- Integrate third-party applications with Azure AD for Single Sign-On (SSO).
- Manage backup, imaging, and recovery using Veeam; support virtualization platforms including VMware ESXi, Hyper-V, and Azure VMs/virtual desktops.
- Configure and troubleshoot networking and security services: routers/switches, VLAN segmentation, routing, VPN for overseas users, and firewall rule management (SonicWall, Palo Alto).
- Harden Cisco Catalyst switching environment with port security, ACLs, and VLAN segregation; monitor traffic and network activity.
- Manage endpoint support for Windows and macOS; deploy configuration policies and applications via Intune; maintain antivirus policies and logs (Sophos).
- Administer on-prem services including Exchange Server, SharePoint, and file share servers; automate routine tasks with PowerShell.

- Use RMM and ticketing systems (Kaseya/VSA, BMS) and monitor sign-in/network activity via RocketCyber.

Operations Support Engineer — DSI | Reston, VA | Jan 2022 – Jun 2022

- Built and managed SCCM from scratch to deploy MSI packages and OS images over the network (PXE/imaging).
- Provided Tier 1/2/3 technical support for incidents, requests, and change tickets via remote access and on-site troubleshooting.
- Installed and configured new hardware/software, including OS deployment and initial workstation setup for employees.
- Monitored network and server performance; applied quick fixes and documented performance metrics for monthly reporting.
- Created training materials for new hires and collaborated with support specialists on larger projects and technology rollouts.
- Researched new hardware/software and recommended improvements and future investments.

Technical Support (Tier 2) — DC Superior Court | Washington, DC | Oct 2020 – Dec 2021

- Supported up to 500 users, resolving escalated desktop, application, and connectivity issues with strong customer service.
- Managed Dell Wyse terminals and Wyse management; supported Citrix StoreFront environments.
- Evaluated and tested compatibility of new software with existing hardware and applications; maintained system capability through component testing.
- Documented hardware/software changes and revisions; coordinated vendor software evaluations aligned to user requirements.
- Used Cherwell for ticket management and Bomgar for remote troubleshooting and user support.

Help Desk Technician — SAIC | Washington, DC | Sep 2017 – Oct 2020

- Deployed and supported desktops/laptops, peripherals, and network equipment; installed and configured software, drivers, and updates.
- Performed troubleshooting and repairs for hardware, routers, and peripheral devices; maintained records of fixes for future reference.
- Supported LAN/WAN environments and managed security software and configurations to protect systems from attacks.
- Provided end-user training and timely technical support; diagnosed and resolved Outlook issues and common productivity tool problems.

EDUCATION

Bachelor of Computer Engineering — University of Wales, Cardiff (UK)

TOOLS & TECHNOLOGIES

Azure, Microsoft 365/Office 365, Exchange, Teams, SharePoint, Active Directory, Azure AD, Intune, SCCM, Windows Server 2019/2022, Windows 10/11, Linux, VMware ESXi, Hyper-V, Veeam, Kaseya/VSA, RocketCyber, SonicWall, Palo Alto, Cisco Switching, DNS, DHCP, VPN, PowerShell, Sophos, Cherwell, Bomgar, Entra ID, Zero Trust, MFA, Defender for Endpoint, Tenable, vulnerability management, automation, NIST, Copilot.