

# Ahmad Al Kassim

UAE – Abu Dhabi | 0555988335 | eng.ahmadalkassim@gmail.com | Nationality: German

Highly motivated System Administrator with over 7 years of experience in virtualization, cloud technologies, and network administration. Extensive hands-on expertise in Nutanix, VMware, Active Directory, Exchange, Microsoft 365, and Linux system administration. Adept at patch management, monitoring, certificate renewals, and backup & recovery procedures. Fluent in English, German and native Arabic, holding a B.Sc. in Computer Science and multiple industry certifications.

## Professional Experiences

---

### IT System Administrator, ISEO Ultimate Access Technologies, Germany (Mar 2020 – July 2025)

- **Nutanix & VMware Administration:** Managing and maintaining Nutanix-HCI and VMware vSphere environments, including VM provisioning, performance tuning, and troubleshooting.
- **Windows Server & Active Directory:** Managing AD DS, DNS, DHCP, Group Policy, and implementing high-availability solutions.
- **Microsoft 365 & Exchange Administration:** Administering Office 365, Exchange Server, and Azure AD Connect.
- **Patch Management & System Monitoring:** Implementing WSUS for Windows updates and utilizing monitoring tools for proactive issue resolution.
- **Backup & Disaster Recovery:** Utilizing Veeam and Nakivo for critical data backup and disaster recovery.
- **Linux Administration:** Performing basic Linux system tasks, including user management, file system management, and package installation.
- **Network Administration:** Configuring Cisco switches, VLANs, and Wireless Access Points for optimal connectivity.
- **Security & Compliance:** Ensuring secure system access, SSL certificate renewals, and compliance with IT policies.
- **Documentation & Collaboration:** Maintaining accurate system documentation and collaborating with cross-functional teams.

### IT Specialist, ICSYS, Germany (Dec 2017 - Feb 2020)

- **MS Infrastructure Systems:** Expertise in Active Directory, DNS, WSUS, Group Policy, File Server.
- **Windows Server:** Experience in installation, configuration, and maintenance of Windows Server 2008, 2012, 2016, 2019.
- **VMware vSphere:** Management, configuration, backup, and troubleshooting.
- **Microsoft Identity Management:** Managing Active Directory, Azure AD Connect, Office 365.
- **Data Backup and Recovery:** Backing up and restoring VMs, operating systems, data, and emails with Veeam Backup & Replication.
- **SAN/NAS Storage:** Deployment and management of storage solutions with HP and QNAP.
- **Databases:** Installation and configuration of Oracle and MSSQL databases.
- **Customer Support:** Providing exceptional support to resolve issues and enhance user satisfaction.

### IT Support, Adient, Germany (Sep 2015 - Nov 2017)

- **Linux SUSE:** Management and maintenance.
- **System Administration and Virtualization:** Managing and maintaining VMware vSphere, vSAN.
- **Support Requests and User Issues:** Handling requests and solving problems via the Service-Now ticketing system.
- **Hardware Maintenance and Operations:** Ensuring optimal performance of hardware components.
- **Collaboration with Production Managers:** Aligning IT operations with production requirements and goals.
- **System Administration:** Managing ADIENT and production systems for smooth integration.
- **Shift Operations:** Providing continuous IT support and resolving IT issues during shifts.

## Certifications

---

- VMware Certified Professional - Data Center Virtualization (VCP-DCV)
- Nutanix Certified Professional - Multicloud Infrastructure (NCP-MCI) 6.5
- Microsoft 365: Endpoint Administrator Associate
- Microsoft 365: Administrator Expert
- Microsoft Certified: Azure Administrator Associate
- Cisco Certified Network Professional (CCNP - Encor) – In Progress

## Education

---

- **Syrian University, Syria** (September 2010 - September 2015)
  - B.Sc. in Computer Science

## Technical Skills

---

- **Virtualization:** VMware vSphere, Nutanix, Hyper-V
- **Operating Systems:** Windows Server (2012/2016/2019/2022), Linux (Various Distributions)
- **Cloud Technologies:** Office 365, Microsoft Azure
- **Directory Services:** Active Directory, Azure AD
- **Exchange Server:** Mail flow management, troubleshooting
- **Networking:** TCP/IP, DNS, DHCP, Firewalls, VPNs
- **Monitoring Tools:** SolarWinds, PRTG
- **Patch Management:** WSUS, SCCM
- **Backup & Recovery:** Veeam, Nakivo
- **Troubleshooting:** Root cause analysis, problem solving
- **Documentation:** Technical writing, knowledge base creation
- **Languages:** Fluent in English and German, native Arabic