

Mohamed Ibrahim Eid

Senior IT specialist

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📍 Shoubra Masr, Cairo 📅 29/01/1999 🧑 Single 🛡 Exempted

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SUMMARY

Senior IT Specialist with 5+ years delivering cloud, security, and infrastructure solutions across Egypt, KSA, Canada, the US, and UK. Expert in Microsoft 365 (800+ users, 30 domains), Google Workspace, and network infrastructures (UniFi, FortiGate). Proven success in complex cloud migrations, IT security (MFA, Conditional Access, DLP), and automation (PowerShell, MDM). SSkilled in remote administration and global IT support, managing cross-platform environments (Windows, macOS, virtual machines); hands-on with VMware vSphere for provisioning, snapshotting, and VM monitoring in production environments. Microsoft Azure certified, with strong vendor management, documentation, and project coordination capabilities.

Experience

IT Consultant | Microsoft 365 Migration & Cybersecurity Hardening,

08/2025

QHSSE Platform (Canada)

- Led the **Microsoft 365 migration project**, completing all phases smoothly and resolving integration challenges.
- Migrated **mailboxes from GoDaddy to Microsoft 365 CSP** with zero downtime and ensured seamless adoption.
- Optimized **licensing** by restructuring users into a cost-effective mix of **Microsoft 365 Business Standard** and **Exchange Online Plan 1**.
- Implemented **OneDrive Known Folder Move** for automated backups and deployed **SharePoint department sites** with role-based access, secure folder sync, and versioning.
- Designed a **PowerShell & Azure AD monitoring dashboard** to track security incidents and account activity.
- Enhanced **cybersecurity** by patching the Apache server, enabling **WAF/firewall protection**, and configuring **Microsoft 365 security policies** (SPF, DKIM, DMARC, anti-phishing).
- Provided **post-migration support**, improving ticket resolution and user satisfaction.

Technologies: Microsoft 365 Admin Center, SharePoint Online, OneDrive, Exchange Online, Azure AD & Security, PowerShell, MigrationWiz, Linode VPS, WAF/Firewall.

Impact: Delivered a **secure and optimized Microsoft 365 environment**, improving collaboration, cybersecurity, and operational efficiency.

Senior IT Systems Administrator (Remote), BrownsIT (US & UK based)

04/2025 – present

- Deliver remote Tier 2/3 support for **US** and **UK** clients, resolving IT issues across Microsoft 365, Google Workspace, and endpoint environments
- Administer **Microsoft 365** and **Google Workspace** tenants: manage user accounts, security settings, and compliance policies
- Deploy and manage **UniFi** networks (VPNs, Wi-Fi, surveillance); monitor and maintain infrastructure health
- Support remote management using **SuperOps.ai** ticketing system and **Zoho Assist** for multi-platform remote access

- Manage Apple devices (macOS, iOS) using **Mosyle** MDM: enforce policies, deploy apps, monitor compliance
- Collaborate with global teams and vendors to deliver consistent IT support and infrastructure management

Senior IT Specialist, Aathar Holding Company (KSA based)

08/2022 – Present

- Led **migration** of 4 domains (100+ users) from Google Workspace, Zoho, and CPanel to Microsoft 365 (mailboxes and drives)
- Administer **Microsoft 365** (800 users, 30 domains) and **Google Workspace** (80+ users): security, user support, device management (Intune)
- Managed **35 domains** and **10 hosting** accounts (DNS management, troubleshooting, renewals)
- Designed and implemented full **network infrastructure** (LAN, Wi-Fi, surveillance, printers) for Egypt office
- Redesigned IT department **policies** and **procedures** to enhance security, efficiency, and governance
- Delivered IT policy updates, vendor procurement, asset management, and subscription reporting
- Integrated AI tools (ChatGPT, Bard) into IT workflows to streamline operations
- Provisioned and managed virtual machines using VMware vSphere and ESXi to host internal services and lab environments.
- Performed routine VM tasks including snapshotting, cloning, and lifecycle management across dev/test/production environments.
- Used vCenter to monitor performance, manage host resources, and assist in basic troubleshooting of virtualized infrastructure.

Microsoft 365 Admin (Part-Time), Labs

01/2025 – 05/2025

- Administered **Microsoft 365** services (Exchange Online, Teams, SharePoint, Azure AD)
- **Automated** tasks with **PowerShell**, implemented security controls (MFA, Conditional Access, DLP)
- Supported Microsoft 365 tenant-to-tenant migrations and Exchange hybrid deployments

IT Specialist, Circle K

06/2021 – 09/2022

- Managed **IT infrastructure** across multiple branches and HQ (networks, servers, hardware)
- Installed and maintained **cashier systems**, security/admin systems, and FortiGate firewalls
- Delivered on-site and remote **IT support** within SLAs

Technical Support, WE

01/2021 – 06/2021

- Resolved internet connectivity issues and provided technical assistance via **call center**

Projects

KEY PROJECTS

- Led **migration** of 4 domains (100+ users) from Google Workspace, Zoho, and CPanel to Microsoft 365 (Aathar Holding)
- Designed and implemented complete **network infrastructure** for Egypt office (Aathar Holding)
- Redesigned IT department **policies** and **procedures** to strengthen security and operational efficiency (Aathar Holding)

Education

BSc Business Technology (Network), *Canadian International College*

09/2016 – 10/2020

Additional Skills

Technical Skills

- **Platforms:** Microsoft 365, Google Workspace, Exchange, Teams, SharePoint, Intune, Microsoft Defender
- **Security & Networking:** Conditional Access, MFA, DLP, DNS (MX, SPF, DKIM, DMARC), VPN, UniFi, FortiGate
- **Systems & Automation:** Azure AD, Active Directory, PowerShell, Mosyle MDM, SuperOps.ai, Zoho Assist, ITIL practices
- **IT Operations:** User support, device management, domain/hosting management, project coordination

Language skills

Arabic (Native) English (Very Good)

Training Courses

Huawei Routing & Switching

CCNA Course

Huawei AI

Java Script (Telecom)

PHP Introduction (Artronix)

Front-End Course

MCSA 2012

PMI-ACP

Certifications:

Microsoft SC-401

Administering Information Protection and Compliance in Microsoft 365

Oracle Cloud Infrastructure Foundations 2020 Certified Associate

Microsoft Azure Fundamentals AZ-900.

Oracle Autonomous database cloud 2019 certificate specialist

Huawei Routing & Switching (HCIA R&S)