

# KHABBAB MUJTABA ABDALLAH

## IT Support Engineer | System Administrator

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### PROFESSIONAL SUMMARY

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IT Support Engineer / System Administrator with 2+ years of hands-on enterprise experience delivering end-user technical support and administering Windows Server, Active Directory, and Microsoft 365 environments. Strong troubleshooter with exceptional communication skills built over five years of academic teaching. Telecommunications Engineering graduate with an M.Sc. in IT (Networks) in the thesis stage, and a documented portfolio of Windows and Azure infrastructure projects on GitHub. Based in Riyadh and available to start immediately.

### CORE TECHNICAL SKILLS

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- End-User Support: Hardware, software, and network troubleshooting; on-site and remote support; incident resolution and escalation; system monitoring
- Microsoft Infrastructure: Windows Server (2016-2025), Active Directory Domain Services, DNS, DHCP, Group Policy (GPO), NTFS / SMB file services, IIS
- Microsoft 365: User and license administration, day-to-day application support, Microsoft Entra ID
- Networking: TCP/IP, VLANs, VPN, routing fundamentals (OSPF), Cisco Packet Tracer, GNS3
- Cloud & Virtualization: Microsoft Azure (VMs, Virtual Networks, Storage, Entra Connect hybrid identity), VMware, Docker
- Scripting & Tools: PowerShell (developing), Python, Bash (basics), Git / GitHub
- Operating Systems: Windows 10/11, Windows Server, Ubuntu Linux

### PROFESSIONAL EXPERIENCE

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#### IT Support Engineer / System Administrator | NEXTGEN Wireless Solutions LLC - Khartoum, Sudan

Jan 2022 - Apr 2024

- Served as the primary point of contact for end-user technical support, resolving hardware, software, and network issues both on-site and remotely
- Administered Windows Server infrastructure - Active Directory Domain Services, DNS, DHCP, and Group Policy - across the organization
- Managed the complete user and group lifecycle: account creation, permissions, device domain joins, NTFS permissions, and SMB file shares
- Administered Microsoft 365 services, including user and license management and day-to-day application support
- Reduced unplanned downtime through proactive maintenance, continuous system monitoring, and routine patching of business-critical systems

#### Assistant Lecturer (Electronics & Telecommunications) | Al-Taqana University & Imam Al-Hadi University - Omdurman, Sudan

2016 - 2021

- Taught electronics, circuit analysis, and telecommunication fundamentals; supervised hands-on laboratory sessions and trained students on course-related computer applications
- Five years of explaining complex technical concepts to non-specialists - applied daily in end-user support, training, and documentation

#### Science & Mathematics Tutor (Part-time, Remote) | Thiqa Education - Abu Dhabi, UAE

- Delivered online instruction across UAE Ministry, IGCSE, IB, and Saudi curricula; recognized on the company Wall of Excellence

### TECHNICAL PROJECTS - GitHub Portfolio

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- Enterprise Windows Server Infrastructure on Azure: complete enterprise simulation with Windows Server 2025, AD DS, DNS, SMB/NTFS file services, and secured RDP administration (enterprise-windows-server-infrastructure-lab)

- Hybrid Identity with Microsoft Entra Connect: integrated on-premises Active Directory with Microsoft Entra ID using Entra Connect Sync (hybrid-identity-azure-entra-connect-lab)
- Windows Server Active Directory Lab: full AD DS environment with DNS, DHCP, and Group Policy baselines (windows-server-active-directory-lab)
- Azure IIS Web Hosting: deployed and published web applications using IIS, Azure App Service, and Docker (azure-iis-web-hosting-lab)
- M.Sc. Thesis (in progress): Python face-recognition pipeline using DeepFace, TensorFlow, and OpenCV (face-recognition-deepface)

## **CERTIFICATIONS & TRAINING**

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- Microsoft Azure Administrator (AZ-104) - in progress, exam scheduled 2026
- AWS Solutions Architecture Virtual Experience Program - Forage
- IT, Cloud, TCP/IP, and DevOps Fundamentals

## **EDUCATION**

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**M.Sc. Information Technology - Networks & Telecommunications | Future University  
(thesis in progress)**

**B.Sc. Electronic Engineering (Telecommunications) | Sudan University of Science and  
Technology** 2016

## **LANGUAGES**

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- Arabic (Native) | English (Fluent)