

KHABBAB MUJTABA ABDALLAH

IT Support Engineer | System Administrator

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PROFESSIONAL SUMMARY

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. Portfolio website engrkhabbab.com serves as a central showcase of hands-on **Azure**, **Windows Server**, **Hybrid Identity**, and **Face Recognition** projects. Based in Riyadh and available to start immediately.

CORE TECHNICAL SKILLS

- **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 (Virtual Machines, Virtual Networks, NSGs, Storage, Entra Connect hybrid identity), VMware, Docker
- **Scripting & Tools:** PowerShell, Python, Bash (basics), Git / GitHub
- **Operating Systems:** Windows 10/11, Windows Server, Ubuntu Linux

PROFESSIONAL EXPERIENCE

Azure Cloud Infrastructure Engineer — Self-Directed Portfolio & M.Sc. Research

Riyadh, Saudi Arabia | Apr 2024 – Present

- Built an enterprise-grade Azure environment hosting **Windows Server 2025** with **Active Directory Domain Services (AD DS)** and **DNS**, by deploying **Azure Virtual Machines**, **Network Security Groups (NSGs)**, and **Azure Storage**, secured with **RDP/SSH administration** — documented end-to-end on GitHub.
- Implemented **Hybrid Identity** by integrating on-premises Active Directory with **Microsoft Entra ID** using **Entra Connect** in a lab environment simulating enterprise user management.
- Deployed and published containerized web apps by using **Azure App Service** and **Docker**, enabling repeatable, version-controlled deployments.
- Conducting **M.Sc. thesis research**: a Python **face-recognition pipeline** (DeepFace, TensorFlow, OpenCV) over a **166-image** dataset — demonstrating applied automation and data engineering.

IT Support Engineer / System Administrator — NEXTGEN Wireless Solutions LLC

Khartoum, Sudan | Jan 2022 – Apr 2024

- Served as the primary point of contact for **75+ end-user incidents per month** across hardware, software, and network issues — managed and resolved through email, phone, and internal support workflows.
- Administered **Windows Server** infrastructure supporting **300+ end users** across multiple departments, by managing **Active Directory Domain Services, DNS, DHCP, and Group Policy (GPO)** baselines.
- Improved user access management by implementing role-based **NTFS/SMB** permissions, automated domain joins, and least-privilege **Group Policy** configurations.
- Administered **Microsoft 365** and **Microsoft Entra ID** for **300+ users** by managing licensing, user provisioning, access control, and onboarding/offboarding processes.
- Minimized unplanned downtime on business-critical servers by implementing proactive **system monitoring**, scheduled **backups with tested restore/recovery (BCDR)** procedures, and a monthly **patch-management** cycle across 300+ endpoints.
- Automated repetitive administrative tasks using **PowerShell** scripts for user provisioning, reporting, and system administration activities.

Assistant Lecturer — Electronics & Telecommunications

Al-Taqana University & Imam Al-Hadi University, Omdurman, Sudan | 2016 – 2021

- Trained **~40 students per semester** in electronics and telecommunications by delivering lectures, supervised labs, and technical documentation — building the communication skills now applied daily to end-user support.

STEM Tutor (Part-time, Remote) — Thiqa Education

Abu Dhabi, UAE | September 2024 – Present

- Deliver remote instruction across IGCSE, IB, and Saudi curricula; recognized on the company “Wall of Excellence.”

TECHNICAL PROJECTS — PORTFOLIO: ENGRKHABBAB.COM

Central showcase — full write-ups, architecture diagrams, and source code at engrkhabbab.com (mirrored on github.com/Engrkhabbab): Azure, Windows Server, Hybrid Identity, and Face Recognition projects.

- **Enterprise Windows Server Infrastructure on Azure** — Windows Server 2025, AD DS, DNS, SMB/NTFS, secured RDP (enterprise-windows-server-infrastructure-lab)
- **Hybrid Identity with Microsoft Entra Connect** — on-prem AD integrated with Entra ID via Entra Connect Sync (hybrid-identity-azure-entra-connect-lab)
- **Windows Server Active Directory Lab** — full AD DS with DNS, DHCP, and Group Policy baselines (windows-server-active-directory-lab)
- **Azure IIS Web Hosting** — web apps via IIS, Azure App Service, and Docker (azure-iis-web-hosting-lab)
- **M.Sc. Thesis (in progress)** — Python face-recognition pipeline using DeepFace, TensorFlow, OpenCV (face-recognition-deepface)

CERTIFICATIONS & TRAINING

- **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

- **M.Sc. Information Technology — Networks & Telecommunications** | Future University (thesis in progress)
- **B.Sc. Electronic Engineering (Telecommunications)** | Sudan University of Science and Technology | 2016

LANGUAGES

Arabic (Native) | English (Fluent)