**Executive Profile & Core Competence:** Results-driven IT Manager with 10 years of experience across public and private sectors, known for strategic problem-solving and driving innovative solutions. Adept at fostering collaborative team environments, leveraging strategic planning, and creative thinking to achieve business objectives. Committed to aligning IT strategies with organizational goals to enhance operational efficiency and drive growth.

**Professional Skills:**

**Office 365 & Microsoft Cloud Expertise:**

* **Core Productivity Applications**: Deep knowledge of Exchange Online, SharePoint Online, Teams, OneDrive for Business, and Microsoft Office suite, implementing organization-wide solutions for streamlined communication and collaboration.
* **Security & Compliance**: Expertise in Microsoft 365 Defender, Compliance Center, and advanced threat protection tools; proficient in setting up data loss prevention (DLP) policies, conditional access, and multi-factor authentication (MFA) for secure access and data integrity.
* **Identity & Access Management**: Skilled in Azure Active Directory (AAD) for identity management, implementing AAD Connect, and Single Sign-On (SSO) configurations. Experienced in managing role-based access control (RBAC) and Privileged Identity Management (PIM).
* **Power Platform**: Extensive experience with Power Apps for custom business solutions, Power Automate for automated workflows, and Power BI for data visualization, empowering teams with self-service analytics.

**Technical Skills:**

* **E-commerce & CMS**: Shopify, WordPress, Microsoft Access (for SQL querying and data management), HTML/CSS.
* **Operating Systems**: Windows 10/11, Linux (Ubuntu), macOS, Cisco IOS, Android, iOS.
* **Remote Access & Monitoring**: TeamViewer, AnyDesk, VPN, ConnectWise, Zoho ManageEngine.
* **Testing and debugging tools**: Chrome DevTools, Browserstack, Lambdatest.

**Project Management:**

* **Scope & Requirements**: Defined project scope and aligned web solutions with strategic business drivers, ensuring accurate requirement validation.
* **Timely Delivery**: Utilized Agile methodologies to ensure on-time project completion, maintaining a 98% client satisfaction rate.
* **E-commerce Optimization**: Increased online sales by 30% through optimized Shopify modules and improved user experience.
* **Platform Management**: Enhanced performance and security on Shopify and WordPress platforms, reducing vulnerabilities by 30%.
* **Quality Assurance**: Designed comprehensive test plans, achieving a 95% defect detection rate and ensuring reliable, client-approved solutions.
* **Issue Resolution**: Diagnosed and resolved technical issues, reducing incident response time by 50% through targeted user training.

**Networking & Systems Infrastructure:**

* **Network Protocols**: Configured robust network solutions using DHCP, DNS, FTP, SSH, TELNET, and TCP/IP.
* **Cloud Networking**: Designed and implemented hybrid cloud solutions, VPNs, and virtual networks to support scalable, secure infrastructures.
* **Device & Endpoint Management**: Managed mobile devices and applications using Intune, supporting remote and hybrid workforces securely.
* **Virtualization & Web Server Management**: Administered VMware environments and web servers to support web-based applications and internal systems.
* **Network & Security Devices**: Configured and managed Meraki firewalls, switches, Ubiquiti devices, and wireless access points to maintain network security and performance.

**Strategic Planning & Leadership:**

* **Team Leadership:** Led cross-functional teams to implement IT strategies aligned with business objectives, enhancing system performance and stakeholder satisfaction.
* **Technology Roadmaps: Developed technology roadmaps and budgets, ensuring strategic alignment with organizational goals.**
* **Operational Efficiency: Defined IT infrastructure strategies that boosted operational efficiency across multiple departments by 25%.**

**Vendor & Cost Management:**

* **Cost Optimization: Negotiated vendor contracts, reducing IT costs by 20% while maintaining high service quality.**
* **Vendor Evaluation: Assessed vendors and crafted test strategies for new hardware and software, ensuring optimal performance and cost-efficiency.**

**Education & Certifications:**

* **Bachelor of Science in Computer Science and Information Technology**, Al*-Mansour University College, Baghdad, Iraq,* 2011
* **U.S. Equivalent via Educational Credential, Evaluators**, 2015
* **IBM z/OS Mainframe Practitioner Specialization,** Credential ID BE5L2CXN942N, *Coursera Authorized by IMB, Mi, USA,* 2025
* **Microsoft Cybersecurity Analyst Specialization,** Credential ID 8VMHNJD92XB9, *Coursera Authorized by Microsoft, Mi, USA,* 2025
* **AWS Fundamentals Specialization,** Credential ID J50MJ3KGK85B, *Coursera Authorized by AWS, Mi, USA,* 2025
* **CCNA Exploration Network Fundamentals Certificate**, *Cisco Networking Academy, Baghdad, Iraq,* 2011
* **Data Science Orientation Certificate**, *Coursera Authorized by IBM, Mi, USA,* 2020
* **Open-Source Tools for Data Science Certificate**, *Coursera Authorized by IBM, Mi, USA,* 2020

**Professional Experience:**

**City Club Apartments. –Farmington Hills, MI** 6/2022 – 2/2025

**Manager of Technology and System Support (IT Manager)**

* Led IT infrastructure upgrade project, enhancing system efficiency by 30%.
* Monitored performance of IT systems, identifying cost-saving opportunities and implementing strategic optimizations that reduced operational costs by 15%.
* Defined IT infrastructure strategy, standardized architecture, and automated processes, reducing system downtime by 20% and boosting team productivity by 25%.
* Collaborated with executive leadership, department heads, and vendors to develop custom IT solutions, directly contributing to a 15% increase in operational efficiency.
* Implemented enterprise-wide security policies using Azure Active Directory and Intune, enhancing data security and enabling secure access for a remote workforce of 200+ employees.
* Conducted vendor assessments and designed comprehensive test strategies for hardware and software integration, improving system performance benchmarks by 25%.
* Diagnosed and resolved complex hardware and software issues, reducing incident response time by 40% through the implementation of standardized IT policies and best practices.
* Implemented IT policies and best practices, including security protocols and user training programs, reducing support requests by 30% and enhancing compliance standards.

**Plug Digital Inc.–Farmington Hills, MI** 11/2018 – 6/2022

**Technical Project Manager / QA Manager (Web Development)**

* Defined web project scope by collaborating with stakeholders to align strategic business drivers, ensuring requirements were accurately validated and reducing project scope creep by 20%.
* Implemented custom Shopify modules, optimizing checkout processes and enhancing user experience, which led to a 30% increase in online sales.
* Tracked project milestones using Agile methodologies and tools like Monday and Jira, ensuring 100% on-time delivery and maintaining a 98% client satisfaction rate.
* Managed Shopify and WordPress admin functionalities, optimizing site performance by 40% and strengthening security protocols, reducing vulnerabilities by 30%.
* Designed and executed detailed test plans using Selenium and BrowserStack, achieving a 95% defect detection rate and enhancing overall client satisfaction.
* Diagnosed and resolved complex software issues, reducing incident resolution time by 50% through targeted user training sessions.
* Monitored and optimized API performance using Postman and New Relic, reducing latency by 40% and increasing system throughput by 35%.
* Executed SQL queries in Microsoft Access to analyze and manage Excel-based data, improving data retrieval efficiency by 50% and streamlining reporting processes.
* Partnered with cross-functional teams using data analytics tools (e.g., Power BI) to generate actionable insights, directly influencing strategic decisions that increased operational efficiency by 20%.