

Husam Khamis

(734)-709-1922 | Email: Husamkhamis@outlook.com | www.husamkhamis.com | Farmington Hills, MI 48331

Executive Profile & Core Competence: Results-driven IT leader and hands-on technical expert with over 10 years of experience in designing, implementing, and managing enterprise IT solutions across public and private sectors. Proven track record in delivering scalable Microsoft 365, Azure, cloud infrastructure, and cybersecurity initiatives that drive up to **30% efficiency gains** and **15–20% cost reductions**. Adept at leading cross-functional teams, modernizing legacy systems, and implementing enterprise-grade Microsoft 365, Azure, and networking solutions that strengthen security, optimize performance, and align technology strategies with business objectives to support organizational growth.

Professional Skills:

Microsoft Cloud & Office 365: Exchange Online, SharePoint Online, Teams, OneDrive for Business, Microsoft Office Suite, Microsoft 365 Defender, Compliance Center, Conditional Access, MFA, DLP.

Identity & Access Management: Azure Active Directory (AAD), AAD Connect, Single Sign-On (SSO), RBAC, Privileged Identity Management (PIM).

Power Platform: Power Apps, Power Automate, Power BI.

E-commerce & CMS: Shopify, WordPress, Microsoft Access (SQL querying & 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 & Debugging Tools: Chrome DevTools, Browserstack, LambdaTest.

Networking & Infrastructure: DHCP, DNS, FTP, SSH, Telnet, TCP/IP, Hybrid Cloud Solutions, VPNs, Virtual Networks, Intune, VMware, Web Servers, Meraki, Ubiquiti devices.

Strategic Planning & Leadership: Team Leadership, Technology Roadmaps, Operational Efficiency.

Vendor & Cost Management: Cost Optimization, Vendor Evaluation.

Education & Certifications:

- Bachelor of Science in Computer Science and Information Technology, 2011
- IBM z/OS Mainframe Practitioner Specialization, 2025
- Microsoft Cybersecurity Analyst Specialization, 2025
- AWS Fundamentals Specialization, 2025
- CCNA Exploration Network Fundamentals Certificate, 2011
- Data Science Orientation Certificate, 2020
- Open-Source Tools for Data Science Certificate, 2020

Professional Experience:

CloudVeo Solutions. – Farmington Hills, MI
Senior IT Infrastructure & Systems Engineer Manager

10/2024 – Present

- Designed and deployed Microsoft 365 tenant environments: license management, migration, Exchange Online, Entra ID, Conditional Access, Teams, SharePoint, Power Apps, and Power Automate.
- Implemented AI-driven process automation using Power Automate, AI Builder, and third-party integrations.
- Delivered Microsoft Teams Room solutions (Poly X50, TC8) with licensing, configuration, and user optimization.

Husam Khamis

(734)-709-1922 | Email: Husamkhamis@outlook.com | www.husamkhamis.com | Farmington Hills, MI 48331

- Provided managed IT support (remote & onsite) for Windows environments, Office 365, and endpoints with proactive patching and uptime monitoring.
- Engineered UniFi network deployments for homes and professional offices, including VLANs, Wi-Fi security, scheduling, and content filtering.
- Integrated SaaS Alerts for Microsoft 365 security visibility and custom threat detection.
- Developed WordPress and Shopify websites with custom themes, membership systems, donation portals, and directories.
- Delivered IT strategy, vendor selection, licensing optimization, and technology roadmaps.

City Club Apartments. –Farmington Hills, MI **IT Infrastructure Manager & Systems Engineer**

6/2022 – 02/2025

- Directed an enterprise-wide IT infrastructure upgrade, improving system efficiency by 30%.
- Reduced operational costs by 15% through targeted system optimizations and vendor management.
- Standardized architecture and automated processes, cutting downtime by 20% and increasing team productivity by 25%.
- Partnered with leadership and vendors to deliver custom IT solutions, enhancing operational efficiency by 15%.
- Implemented enterprise security policies using Azure AD and Intune, enabling secure remote access for 300+ employees.
- Conducted vendor evaluations and system testing, improving performance benchmarks by 25%.
- Reduced incident response time by 40% through standardized policies and best practices.
- Lowered support requests by 30% via IT policies, security protocols, and user training.

Plug Digital Inc.–Farmington Hills, MI **Technical Project Manager / QA Manager**

11/2018 – 6/2022

- 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%.