

# HUSAM KHAMIS

Senior IT Infrastructure & Cloud Engineer | Microsoft 365 | Cybersecurity | Networking  
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## PROFESSIONAL SUMMARY

Hands-on IT infrastructure and cloud engineer with 10+ years of experience designing, deploying, and managing enterprise-grade Microsoft 365, Azure, cybersecurity, and networking solutions. Proven track record delivering 15-30% efficiency gains and cost reductions across healthcare, real estate, and technology sectors. Founder of CloudVeo Solutions, an MSP serving small to mid-market businesses across metro Detroit with a focus on Microsoft cloud, endpoint security, and network infrastructure.

## TECHNICAL SKILLS

### Microsoft 365 & Azure

Exchange Online, SharePoint, Teams, OneDrive, Entra ID, AAD Connect, Conditional Access, MFA, DLP, Intune, PIM, RBAC, SSO, Power Automate, Power BI, M365 Defender

### Networking & Infrastructure

Ubiquiti UniFi, Meraki, VLANs, DNS, DHCP, TCP/IP, VPN, Firewalls, Wi-Fi Security, Hybrid Cloud, Virtual Networks

### Automation & Monitoring

PowerShell, Power Automate, AI Builder, Postman, New Relic, Power BI, API Integrations, HTML Dashboards

### Cybersecurity & Endpoint Protection

Bitdefender GravityZone (EDR), Automox, SaaS Alerts, Microsoft Defender, MDR/EDR, Conditional Access, Security Hardening, Incident Response

### Endpoint & Systems Management

Windows 10/11, macOS, Linux (Ubuntu), Intune, VMware, ConnectWise, Zoho ManageEngine, RMM

### Web, CMS & Collaboration

WordPress, Shopify, HTML/CSS, Microsoft Teams Rooms, Poly X50/TC8, Agile/Jira, Monday.com

## PROFESSIONAL EXPERIENCE

**CloudVeo Solutions** | Farmington Hills, MI

Jan 2025 – Present

### Founder & Senior IT Infrastructure & Cloud Engineer

- Founded and operate a managed IT services provider delivering Microsoft 365, cloud infrastructure, cybersecurity, and networking solutions to SMBs across metro Detroit.
- Design and deploy full Microsoft 365 tenant environments including Exchange Online, Entra ID, Conditional Access, Teams, SharePoint, Power Apps, and Power Automate.
- Architect and manage Bitdefender GravityZone EDR and Automox endpoint management for client environments across healthcare and professional services sectors.
- Build and deploy UniFi network solutions for professional offices including VLANs, Wi-Fi security policies, content filtering, and role-based access control.
- Integrate SaaS Alerts for Microsoft 365 security monitoring, custom threat detection, and proactive incident response across managed client accounts.
- Deliver Microsoft Teams Room deployments (Poly X50/TC8) include licensing, device configuration, and end-user optimization.
- Implement AI-driven process automation using Power Automate and AI Builder to reduce manual overhead and streamline client business workflows.
- Build consolidated monitoring dashboards using PowerShell and HTML to unify M365, EDR, and endpoint management visibility across client environments.
- Develop WordPress and Shopify platforms including custom themes, membership systems, and e-commerce functionality.

**City Club Apartments** | Farmington Hills, MI

Jun 2022 – Jan 2025

### IT Infrastructure & Systems Engineer Manager

- Led enterprise-wide IT infrastructure upgrade, improving system efficiency by 30% and reducing operational costs by 15%.
- Standardized architecture and implemented automation, reducing downtime by 20% and increasing team productivity by 25%.
- Deployed secure remote access for 300+ employees using Azure AD and Intune, enabling full hybrid workforce capability.

- Reduced incident response time by 40% through standardized security policies, procedures, and operational best practices.
- Decreased support ticket volume by 30% through structured IT policies, security protocols, and targeted user training programs.
- Conducted vendor evaluations and performance testing, improving system benchmarks by 25%.
- Partnered with executive leadership and third-party vendors to deliver custom IT solutions, enhancing operational efficiency by 15%.

**Plug Digital Inc.** | Farmington Hills, MI

Nov 2018 – Jun 2022

### ***Technical Systems Analyst & Manager***

- Diagnosed and resolved complex software issues, reducing incident resolution time by 50% through root cause analysis and targeted training.
- Monitored and optimized API performance using Postman and New Relic, reducing latency by 40% and increasing system throughput by 35%.
- Leveraged Power BI and SQL-based data analysis to generate actionable business insights, improving operational efficiency by 20%.
- Implemented custom Shopify modules and optimized checkout processes, driving a 30% increase in online sales.
- Managed WordPress and Shopify platforms, optimizing site performance by 40% and reducing security vulnerabilities by 30%.
- Tracked project milestones using Agile methodologies (Jira, Monday), maintaining 100% on-time delivery and 98% client satisfaction.

## **EDUCATION & CERTIFICATIONS**

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### **Bachelor of Science, Computer Science & 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