

FAISAL KHAMIS BIN NAQAH

Senior Infrastructure & Cloud Engineer | Microsoft 365 | Azure | Hybrid AD | Virtualization | Backup & DR

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PROFESSIONAL PROFILE

Senior IT Infrastructure and Cloud professional with 20+ years of experience administering, modernizing, and supporting enterprise environments across multi-site organizations. Strong hands-on background in Microsoft Azure, Microsoft 365, hybrid Active Directory, Exchange hybrid, virtualization, backup and disaster recovery, endpoint management, security platforms, and enterprise infrastructure operations. Experienced in leading migrations to Microsoft 365 and Azure, managing physical and virtual server estates across head office and remote branches, and supporting business-critical systems with a strong operational, troubleshooting, and documentation mindset.

CORE COMPETENCIES

Area	Technologies and Strengths
Cloud & Microsoft 365	Microsoft Azure, Entra ID, Microsoft 365 Admin Center, Exchange Online, SharePoint Online, OneDrive, Teams, Intune, Purview, Defender, Azure Backup, Azure Site Recovery, Azure networking, compute, storage, monitoring, DR
Hybrid Identity & Messaging	Active Directory Forests, Group Policy, DNS, DHCP, Entra Connect / Azure AD Connect, Exchange 2000-2019, Exchange 2016 hybrid, mailbox migrations, connectors, policies, DAG, Google Workspace to Microsoft 365 migration
Virtualization & Infrastructure	VMware vSphere, ESXi, vCenter, Hyper-V, SCVMM, Nutanix Virtual Infrastructure, Citrix XenCenter, Windows Server 2000-2025, Linux, Mac OS X, storage systems
Backup, DR & Monitoring	Veeam Backup & Replication, HYCU Backup, Acronis Cloud, Symantec Backup Exec, Veritas NetBackup, Azure Site Recovery, disaster recovery planning, SolarWinds, SCOM
Endpoint, Security & Operations	Microsoft SCCM, ManageEngine Endpoint Central, ADAudit Plus, ADManager Plus, ADSelfService Plus, EventLog Analyzer, ServiceDesk Plus MSP, Kaspersky Security Center, Sophos Central Cloud, SonicWall Email Security, AnyDesk Enterprise

SELECTED CAREER HIGHLIGHTS

- Administer enterprise infrastructure across a head office and 8 remote branches, including physical servers, virtual platforms, identity, DNS/DHCP, backup, endpoint management, and security tools.
- Delivered Microsoft 365, Exchange, SharePoint Online, OneDrive, Teams, and tenant-to-tenant migration activities for multiple organizations and business units.
- Managed VMware infrastructure with more than 300 VMs and implemented backup, DR, monitoring, and Azure Site Recovery capabilities.
- Led and supported migrations from on-premises workloads to Microsoft 365 and Azure, including mailboxes, file shares, SharePoint, OneDrive, Teams, and application VMs.
- Supported enterprise and client environments as a senior engineer, covering Microsoft, Azure, Google Workspace, Acronis, Kaspersky, backup, DR, and security solutions.

PROFESSIONAL EXPERIENCE

Naizak Global Engineering | Al-Khobar, Saudi Arabia | Jan 2024 - Present

System Engineer

- Administer the complete server infrastructure for the head office and 8 remote branches, covering physical servers, virtual environments, identity, DNS/DHCP, backup, endpoint management, and security platforms.
- Manage the enterprise Active Directory forest, Group Policy, DNS, DHCP, hybrid identity, and Microsoft 365 integration activities.
- Administer Microsoft 365 services including Entra ID, Intune, Purview, Defender, Exchange Online, SharePoint Online, OneDrive, and Teams.
- Manage Exchange 2016 hybrid environment, including mailboxes, DAG, connectors, mail flow, policies, and mailbox migration from Exchange 2016 to Microsoft 365.
- Administer Azure infrastructure across networking, compute, storage, backup, disaster recovery, monitoring, and identity-related services.
- Migrate on-premises VMs to Azure and support post-migration infrastructure, network connectivity, identity, and operational readiness.
- Lead and support Microsoft 365 tenant-to-tenant migration activities including users, mailboxes, OneDrive, Teams, and SharePoint workloads.
- Migrate on-premises file shares to SharePoint Online and support adoption of modern collaboration and document management services.
- Administer VMware and Nutanix virtual infrastructure and protect server workloads using Veeam and HYCU backup solutions.
- Manage SCCM, ManageEngine Endpoint Central, ADAudit Plus, ADManager Plus, EventLog Analyzer, ADSelfService Plus, and Kaspersky Security Center.

- Support external project teams with troubleshooting, implementation activities, and escalation support for customer environments.

Al-Salam Hospital | Al-Khobar, Saudi Arabia | May 2022 - Jan 2024

System Administrator

- Implemented and administered the hospital server infrastructure, including physical and virtual environments, backup, disaster recovery, and security platforms.
- Implemented Microsoft 365 and connected the environment to on-premises Active Directory using Azure AD Connect / Entra Connect.
- Migrated Al-Ahsa Hospital mailboxes from Google Workspace to Microsoft 365 and supported Microsoft 365 administration after migration.
- Implemented and administered Sophos Central Cloud, CodeTwo Email Signature for Office 365, AnyDesk Enterprise, and Cosec attendance system.
- Implemented and managed ManageEngine ServiceDesk Plus, ADManager Plus, Password Manager Plus, and Endpoint Central.
- Built and managed an internal portal solution using WordPress and administered Al-Ahsa Hospital server infrastructure.

Gulf Data, subsidiary of Alhassan Alnaamy Group | Dammam, Saudi Arabia | Nov 2020 - May 2022

Senior System Engineer

- Designed, implemented, and administered server infrastructure, backup, DR, cloud, and security solutions for the group and external customers.
- Managed Microsoft 365, SharePoint Online, Azure, Google Workspace, Microsoft Partner Portal, Acronis Partner Portal, and Kaspersky Partner Portal.
- Migrated customer solutions to cloud services and supported infrastructure transformation projects for external clients.
- Administered servers, backup, disaster recovery, and security solutions for the group and customer environments.

SSBS, subsidiary of Al-Othman Holding Group | Al-Khobar, Saudi Arabia | Jul 2018 - Nov 2020

System Administrator

- Administered Microsoft 365, Microsoft Azure, Google Workspace, Active Directory, DNS, DHCP, Group Policy, SCCM, storage, and file services.
- Migrated on-premises file servers to SharePoint Online and implemented SharePoint Online sites, document libraries, permissions, and collaboration services.
- Managed VMware infrastructure with more than 300 VMs and supported backup of critical file servers and application servers using Symantec Backup Exec, Veritas NetBackup, and Veeam Backup & Replication.
- Implemented and administered disaster recovery and business continuity using Azure Site Recovery.
- Monitored servers and network devices using SolarWinds and SCOM and administered ManageEngine ServiceDesk Plus MSP.
- Delivered awareness sessions for Microsoft 365 products including Teams, Yammer, Stream, Power Automate, and SharePoint.

Saad Group | Al-Khobar, Saudi Arabia | Mar 2007 - Sep 2017

System Administrator / Technical Support Supervisor / Technical Support Engineer

- Administered Active Directory forests, DNS, DHCP, Group Policy, file services, backup, Exchange back-end servers, email security appliances, proxy services, and virtual infrastructure.
- Designed and implemented file system structure, permissions, auditing, backup processes, disaster recovery guidelines, and business continuity procedures.
- Managed server and endpoint security using Kaspersky Security Center and supported organizational application servers and infrastructure operations.
- Performed daily monitoring of hardware, servers, resources, logs, scheduled jobs, and business-critical services to maintain availability and operational stability.
- Supervised the technical support team, created procedures and documentation, assigned responsibilities, and ensured timely resolution of user issues.
- Resolved hardware, software, OS, account, and network issues; deployed operating systems and applications; and handled user account lifecycle activities.

PAPERMOON The Giftwrap Company | Bahrain and Saudi Arabia | Dec 2001 - Feb 2007

IT Supervisor

- Designed, implemented, and maintained the company IT infrastructure across users, servers, networking, file services, backup, proxy services, and the corporate website.
- Administered domain controllers, file servers, backup servers, proxy servers, Retail Pro, QuickBooks, and end-user documentation for business applications.
- Provided onsite and remote troubleshooting for hardware, software, networking, business applications, and daily operational issues.

CERTIFICATIONS

- Microsoft Certified: Azure Solutions Architect Expert - May 2026
- Microsoft Certified: Azure Administrator Associate - May 2025
- Acronis Cloud Tech Associate - Feb 2021
- Microsoft 365 Certified: Enterprise Administrator Expert - Feb 2020
- MCSE: Cloud Platform and Infrastructure - Dec 2017
- MCSA: Windows Server 2012 - Aug 2017
- MCITP: Enterprise Administrator - Jul 2012
- CCNA - Feb 2008
- MCSE: Windows Server 2003 - Apr 2006
- MCSA: Windows Server 2003 - May 2005
- MCP: Windows XP - Sep 2004

EDUCATION

Bachelor's Degree in Information Technology - Saudi Electronic University, Jun 2017

Excellent grade with Honors, GPA 3.56 / 4.00

ADDITIONAL INFORMATION

- Languages: Arabic native, English excellent
- Transferable Iqama and valid Saudi driver's license
- Available for senior infrastructure, cloud, Microsoft 365, Azure, hybrid identity, and IT operations roles