KHALED LAZ

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PROFESSIONAL SUMMARY

People-focused engineer with career-long record of technical user support for leading organizations

Proven talent for aligning organizational objectives with established information technology paradigms to achieve maximum operational impacts with minimum resource expenditures. Results-focused technical leader with expertise spanning user support, hardware troubleshooting, software installation and configuration, account setup, spam and virus protection, system backup and restoration, data storage, cross-functional team leadership, complex problem-solving, client relationship management, and project management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.

PROFESSIONAL EXPERIENCE

CONSOLIDATED CONTRACTORS COMPANY, KAZAKHSTAN, February 2019 – December 2019
DevOps Engineer | Cloud Architect | Azure Expert
- Provisioned though Infrastructure as code from git to define VMware/Azure infrastructure using Terraform.
- Applied antivirus patches, software deployments, and Windows updates for 600+ computers using Ansible playbooks.
- Direct backup/restore using Symantec Backup Exec 20.4. (on premise).
- Delivered advanced end-user support for escalated issues and inquiries.
- Used agile methodology (Kanban board) with the team to manage tasks using manageengine ServiceDesk.

CONSOLIDATED CONTRACTORS COMPANY, GREECE, January 2014 – January 2019
IT SUPPORT ENGINEER
- Oversaw troubleshooting, installations, and tuning SCCM 2012 infrastructure for 7k+ computers.
- Coordinated installation and maintenance of all systems within a client's digital environment.
- Built, configured, and troubleshot server and desktop hardware.
- Ensured accurate data storage, full availability, and backup integrity.
- Implemented anti-spam and virus protection for company emails.

CONSOLIDATED CONTRACTORS COMPANY, ABU DHABI, UAE, January 2011 – January 2014
IT SUPPORT ENGINEER
- Engaged with end users to determine software/hardware needs and provide timely support.
- Supervised and directed other IT staff, including technicians.
- Collaborated with other departments, organizations, and IT staff to drive project completion.
- Created user accounts on company servers; executed necessary backups to ensure that company systems were secure and updated.

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE (B.S.) IN INFORMATION TECHNOLOGY, 2010
Lebanese International University

TECHNICAL CERTIFICATIONS

MICROSOFT - Transcript
Transcript ID: 869369. Access Code: 01653184

- Network Fundamentals
- Administering & Deploying System Center 2012 Configuration Manager (SCCM 2012)
- MCSE: Communication
- Enterprise Voice & Online Services with Microsoft Lync Server 2013
- Core Solutions of Microsoft Lync Server 2013
- MCSE: Desktop Infrastructure (Charter Member)
- Implementing Desktop Application Environments
- Implementing a Desktop Infrastructure
- MCSE: Server Infrastructure (Charter Member)
- Implementing an Advanced Server Infrastructure
- Designing and Implementing a Server Infrastructure
- MCSA: Windows Server 2012 (Charter Member)
- MCSA: Windows Server 2008
- MCITP: Server Administrator on Windows Server 2008
- Configuring Windows Server 2008 Network Infrastructure

ITIL
- ITIL Foundation Certificate in IT Service Management

CISCO
- Implementing Cisco IP Switched Networks
- CCNA – Routing & Switching

TRAININGS

Communication Skills in: Meetings, Presentations, Writing & Conflict Resolutions

- Enhancing Communication Competency in Meetings, Presentations, and Writing.
- Resolving conflicts and Anger.

Effective Negotiation

- Approaches/Strategies of Negotiation
- Sources of Power Needed for Negotiation
- The Negotiation Process
- Action Plan on How to Improve your Negotiation Skills

Communication

- The Communication Process

- Role of Attitude in Communication
- Managing Conflict and Anger
- Enhance Listening Skills
- Conducting Productive Meetings
- Action Plan for Improving the Communication Skills

Teamwork

- Teamwork/Team-building Concepts
- Exercises on Groups Vs. Teams
- What Benefits Team work can do for the Project/Organizations
- Checking Attitudes of Effective Team Builders
- Steps in Team Building
- Action Plan to improve the Skills of Teamwork and Team Building

VOLUNTEERISM

Assisted an NGO in Greece to collect, pack, and distribute food & cloth for the refugees settled in Athens.

ADDITIONAL INFORMATION

Languages: English, Arabic

Technical Proficiencies: Windows Servers, CentOS, Backup/Restore, Virtualization, Microsoft Exchange, Active Directory, Azure, Github version control, Docker, Vagrant, Choco, Jenkins

Interests: Fishing, Swimming, Reading