

Mohamad Oleik

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Professional Summary

Results-driven **System Administrator** with **7+ years of experience** in managing, securing, and optimizing IT infrastructures. Experienced in troubleshooting complex hardware/software issues and implementing **efficient IT solutions** to minimize downtime. Passionate about ensuring seamless IT operations and delivering high-quality technical support.

Experience

Phoenicia University

★ *System Administrator* | 01/2025 – Present

- Administer and maintain **Windows/Linux servers** to ensure optimal performance.
- Manage **Active Directory**, including user accounts, **Group Policies**, and access control.
- Implement and oversee **backup and disaster recovery solutions**.
- Deploy and manage **virtualization** environments using **VMware & Hyper-V**.
- Conduct **regular security audits**, apply patches, and mitigate vulnerabilities.
- Provide **technical support** to end-users, ensuring prompt issue resolution.

★ *IT Specialist* | 01/2023 – 01/2025

- Installed, configured, and upgraded **Windows OS** and enterprise software.
- Troubleshoot **network, email, printing, and peripheral** issues for end-users.
- Supported **Teams Telephony, mobile devices, and end-user hardware**.
- Collaborated with cross-functional IT teams to resolve complex incidents.

Al Siraj High School

★ *IT Specialist* | 2021 – 2022

- Installed and maintained **hardware, software, printers, and servers**.
- Managed **user accounts**, password issues, and student registration systems.

SIS (Customer Service & IT Support)

★ *Customer Service & IT Support* | 10/2020 – 10/2023

- Handled **Western Union transactions** (money transfers, invoice payments).
- Configured **databases** for software and company operations.
- Diagnosed and resolved **hardware, software, and network** issues.

- Installed and maintained **printers, workstations, and internet connectivity.**
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Education

🎓 **Master's in Business Administration (MBA) | 2013 – 2016**

American University of Culture and Education

🎓 **Bachelor's in Management Information Systems (MIS) | 2009 – 2013**

Islamic University of Lebanon

Technical Skills

✓ **Operating Systems:** Windows Server, Linux

✓ **Networking:** TCP/IP, DNS, DHCP, VPN, Firewall Management

✓ **Cloud Platforms:** AWS, Azure, Google Cloud

✓ **Virtualization:** VMware, Hyper-V

✓ **Scripting & Automation:** PowerShell, Bash, Python

✓ **Database Administration:** MySQL, MSSQL, PostgreSQL

✓ **Backup & Disaster Recovery:** Veeam, Acronis, Windows Backup

Certifications

🏆 **IT Security Specialist** (*National association of state Boards of Accountancy: LinkedIn learning*) – May 2024

🏆 **Database Administrator** (*LinkedIn: LinkedIn*) – Jan 2024

🏆 **Windows Server Essentials** (*Microsoft: LinkedIn learning*) – May 2024

References

✦ Available upon request.