


# MOSTAFA AL-HAGE ALI

System Administrator | Educational Technology Specialist

[mustafahageali@hotmail.com](mailto:mustafahageali@hotmail.com) | +96176681408 | [LinkedIn](#)  | Beirut, Lebanon

IT professional with 5+ years of experience in system administration, educational technology, and cloud-based learning management systems. Proven success managing Microsoft 365, Azure AD, Canvas LMS, and large-scale MDM solutions. Adept at improving IT service delivery, supporting 60,000+ devices, and driving digital transformation in educational environments. Currently seeking to leverage infrastructure and MDM expertise in a dynamic, growth-focused IT team.

## Key Software Skills:

- **Systems & Cloud:** Microsoft 365, Azure AD, SharePoint Online, Windows Server
- **LMS Platforms:** Canvas LMS, Google Suite for Education
- **MDM & Admin Tools:** Jamf, Apple School Manager, Endpoint Central, Google Admin
- **Networking:** Cisco CCNA, routers, switches, firewall configs
- **CRM Tools:** Freshworks, ManageEngine
- **Soft Skills:** Client support, cross-functional collaboration, problem solving

## Professional Experience

**System Administrator** | *Creative Technology Solutions*

**Feb '24 – Present**

### Key Responsibilities:

- Configured and supported 60K+ devices using Jamf, ASM, Endpoint Central, and Google Admin
- Managed user accounts and ensured compliance via Microsoft 365, Exchange Online & Azure AD
- Led Canvas LMS administration across client institutions—training, integrations & support
- Monitored system health and performed backup/restoration, preventing downtime by 25%
- Improved customer reporting and ticket resolution workflows using Freshworks CRM

**IT Support Specialist** | *Creative Technology Solutions*

**June '22 – Feb '24**

### Key Responsibilities:

- Provided technical support for Canvas LMS across 10+ educational clients
- Enhanced customer satisfaction by 30% via SLA-driven support response time
- Managed customer inquiries and escalations via multiple channels
- Assisted QA and testing for internal IT systems and custom applications

**IT Specialist** | *Hariri High School III*

**Oct '21 – June '22**

### Key Responsibilities:

- Spearheaded the launch of Google Suite as a full online LMS during hybrid learning phase
- Streamlined IT operations and maintenance, improving issue response efficiency by 40%
- Proposed and deployed cost-effective IT hardware and software solutions

**IT Intern | Tecomsa**  
**Key Responsibilities:**

**July '20 – Aug '20**

Installed and configured PBX systems, routers, switches, and cables to support reliable network communication.

**IT Intern | Scope for IT Services**  
**Key Responsibilities:**

**Sep '19 – June '20**

- Installed and maintained Windows Server 2016 environments.
- Managed user accounts and groups within clustered environments.
- Provided technical support to end users, ensuring minimal downtime.

**Education**

- BSc. in Computer Science, Global University – June 2019

**Certifications**

- Microsoft Certified: Azure Fundamentals (Jan 2025)
- Cisco CCNA: Routing & Switching Essentials (2019)
- Canvas LMS: Technical Knowledge & Product Mastery (Instructure, July 2022)