

JAAFAR AL DIKA

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OBJECTIVE

Motivated IT Support Engineer transitioning into Cloud Support Engineering, with hands-on experience in Azure,Microsoft 365, and hybrid environments. Adept at solving identity, networking, and infrastructure issues.Strong expertise in Windows Server, Active Directory, and endpoint management. Seeking to grow in a fast-paced cloud operations team where technical depth and service excellence are valued.

CORE SKILLS

- **Cloud Platforms:** Microsoft Azure (VMs, Networking, Storage)
- **Microsoft 365:** Exchange Online, SharePoint, Teams, OneDrive, Intune
- **Systems Administration:** Windows Server , Active Directory, GPOs, DNS, DHCP
- **Endpoint Support:** Windows 7/10/11, macOS, basic Linux
- **Identity & Security:** Azure AD, MFA, Azure AD Connect, RBAC
- **Networking:** TCP/IP, VPN, DNS, Wi-Fi
- **Tools:** Azure Monitor, Event Viewer, Microsoft 365 Admin Center

WORK EXPERIENCE

Technical Support Engineer (Intern)

ICC Group, Lebanon | Dec 2024 – May 2025

- Provided technical support and engineering assistance for cloud and hybrid infrastructure, focusing on Microsoft Azure, Microsoft 365, and Windows Server environments.
- Handled user accounts, licenses, mail flow, resolved Azure AD Connect sync issues, supported Intune deployment, and monitored service health.
- Managed Microsoft 365 services including Exchange Online, SharePoint, Teams, and OneDrive; migrated on-prem Exchange and file storage with minimal downtime.

IT Support Specialist

Al Iman High School, Lebanon | Sep 2023 – Aug 2024

- Delivered front-line support for software, hardware, and network issues, improving resolution times.
- Set up and maintained classroom devices, projectors, printers, and networking equipment
- Delivered basic training and IT guidance to staff and students on digital tools and systems

IT Support Intern

Lebanese International University, Lebanon | Oct 2022 – June 2023

- Provided technical support to 100+ students and staff on Windows and macOS devices
- Contributed to Windows Server upgrades (2012/2016 to 2019), configuring roles such as Active Directory, DNS, DHCP, and GPOs.
- Supported backup and data recovery processes to ensure data security.

IT Support Technician

CompuWave, Lebanon | Nov 2020 – Sep 2022

- Diagnosed and resolved issues across Windows, macOS, and Linux platforms.
- Upgraded systems and hardware, improving performance by 25%.
- Installed operating systems, drivers, and security software for business clients.

EDUCATION

Bachelor of Science in Computer science 2019 - 2024

Lebanese International University, Lebanon

CERTIFICATIONS

CCNA: Switching, Routing, and Wireless Essentials ([Link](#)) Jul. 2021

Completed training focused on the fundamentals of networking, including configuring and troubleshooting switches and routers, and understanding wireless network essentials.

Languages

Arabic: Native | English: Fluent