

Anwar Al-Housami

UAE, Dubai

0508748172

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Date of birth 6/10/1995 Nationality Syrian



Summary

Experienced End User Support Engineer with 6+ years of experience delivering enterprise IT support across government, education, and media sectors. Skilled in VIP user support, incident and problem management, Microsoft 365, Active Directory, Intune, Azure AD, TCP/IP networking, and endpoint management. Proven ability to troubleshoot complex technical issues, support executive users, manage meeting room technologies, and ensure SLA compliance within ITIL-driven environments.

Skills

IT Operations & Administration

- ITIL, ITSM ticketing systems (Ivanti ServiceDesk, ServiceNow, Jira, OSTicket)
Incident Management, Problem Management, SLA-driven support, Escalation Handling
Active Directory, Microsoft 365, Device Management, Microsoft Intune (Endpoint Manager)
PowerApps, Power Automate (Workflow Automation), End-user Support, IT Service ManagementNetworking
- TCP/IP, DNS, DHCP, VPN, Firewalls, Synology NAS, SCCM
- Network Security Groups (NSG), VNets, Azure ExpressRoute

Cloud & Azure

- Azure Blob Storage, Azure Files, Disk Storage, Backup & Recovery ,
- Azure Active Directory, Role-Based Access Control (RBAC), Multi-Factor Authentication (MFA), Conditional Access
- Azure Monitor, Log Analytics, Microsoft Defender for Cloud, Azure Security Center
- Azure Service Bus, Cloud Automation, Cloud Security

Endpoint Management

- Microsoft Intune
- Mobile Device Management (MDM)
- Endpoint Manager, Device Enrollment & Compliance

Security & Identity Management

- TLS, SSL, OAuth2.0, OpenID Connect
- Identity and Access Management (IAM), SharePoint Security, Role-Based Access Control

Experience

IT Support Engineer (L1/L2)	Black Stone – National Media Authority	Dubai, UAE	12/2025 - Present
- Provided VIP and executive-level technical support, ensuring minimal downtime. - Supported meeting room technologies, including Microsoft Teams and collaboration tools. - Managed mobile devices through Microsoft Intune and MDM solutions. - Delivered white-glove support to senior stakeholders. - Provide L1/L2 support across cloud and on-prem environments. - Troubleshoot complex issues related to Microsoft 365, Azure, VPN, and networking. - Manage identity and access using Azure AD (RBAC, MFA, Conditional Access). - Escalate critical incidents and collaborate with senior teams for resolution. - Ensure SLA compliance and adherence to IT security policies.			

IT Service Desk AnalystHalian – Ministry of
Education

Dubai, UAE

2/2024 – 12/2025

- Supported VIP users and senior management staff.
- Assisted with meeting room setups, video conferencing, and collaboration platforms.
- Managed mobile device enrollment, policies, and compliance through Intune.
- Managed Windows 10/11 devices using Microsoft Intune.
- Utilize Ivanti ticketing system to document and track incidents, ensuring timely resolution within SLAs.
- Collaborate with IT teams to escalate complex issues and contribute to root cause analysis efforts.
- Conduct user training sessions on new software and system updates, enhancing user proficiency and satisfaction.
- Maintain a knowledge base to streamline issue resolution and improve overall team productivity.

**Field Engineer - Network
Configuration part time**

IVST LLC

Dubai, UAE

10/2023 - 1/2024

- Designed and implemented a robust Synology NAS solution for efficient data storage, backup, and sharing across the organization.
- Established user permissions and access controls to ensure data security and compliance with organizational policies.
- Integrated cloud services for remote access and automated backups, enhancing data availability and disaster recovery capabilities.
- Provided training and support to end-users for effective utilization of NAS features, including file sharing and synchronization.

IT Support Engineer

AOUN / UNHCR

HOMS, Syria

10/2021 - 10/2023

- Enrolled devices using Azure AD Join and Hybrid Azure AD Join
- Installed both computer hardware and software.
- Answered new hire questions regarding Microsoft Office.
- Responsible for networking, design, installation, and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.

IT Administrator

AUST university

HAMA, Syria

2/2021 - 10/2021

- managing IT teams
- resolving software and hardware issues
- Maintain the company's network infrastructure.
- Networking and providing support for Windows, Macintosh, and Linux issues.

IT Support Assistant

Almatin

hasia, Syria

2/2019 - 2/2021

- Identifying and resolving hardware, software, and network issues that may arise in computer systems, servers.
- Installing and configuring computer hardware, operating systems, software applications, and network devices.

Data Platform volunteer at Reparametrize Studio Remote Volunteering Homs, Syria **02/2023 - 09/2023**

- Helping in writing reports about the necessity of data platforms and technology during the crisis time
- Building a representative website for "Reparametrize initiative aid post-crisis" with .net 6
- Developed SharePoint lists and libraries to organize project documentation and streamline workflows for distributed teams.
- Building a prototype template for data gathering.

Full Stack .Net Developer Self-employee **12/2020 - Present**

- Played a critical role in **analyzing** and building the **official website** for the Islamic Charity Association, **successfully** optimizing it for search engine visibility with a **100% SEO** score on Google PageInsights, which significantly **increased** the association's online presence and visibility, (<https://icangoh.org>)
- Website for managing an electronic company (asp.net mvc core3.1).

Full Stack .Net Developer Kalamoon University Deir Atiyah, Syria **02/2022 - 10/2022**

- Developing an ERB system to manage a digital marketing company

lecturer **Cultural Center | UNHCR** **Syria** **02/2021 - 10/2023**

- Instructor for Artificial intelligence tools for project managers at UNHCR (Jun 2023).
- Instructor for ICDL at Homs Cultural Center.
- Instructor for Artificial intelligence tools for managers at Homs Cultural Center (Jun 2023).
- Instructor for Using artificial intelligence for teachers at Charitable schools (May 2023)
- Teaching digital skills program at Homs Cultural Center (July 2021 – Oct 2023)

Education

Master in Networking Technologie: SVU University *HOMS, Syria* **02/2023 - present**

- Major in Networking

Bachelor of IT Engineer Kalamoon University *Deir Atiyah, Syria* **09/2015 - 2/2021**

- Major in Software, System, and Computer Engineering

Diploma in Computer Technical Computer Technical Institute *HOMS, Syria* **09/2013 - 2/2015**

- Major in Software, Systems, and hardware

Certificates & Courses

- Microsoft Certified: Identity and Access Administrator Associate: Credential ID: 6254F90911CD9059
- Azure 104 [Sep 2024]
- Azure 900 [Feb 2023]
- MCSA 09/2019
- Microsoft Managed Desktop and ITIL (Oct 2023)
- TOT course at PCS center (JUL 15 – 3 months).
- CompTIA N+ (2019)
- CCNP course at the skills center (May 2022 – 6 months).
- CCNA course at the skills center (Sep 2021 – 6 months).
- Computer maintenance at the Grasse Center (Feb 2019 – 3 months).
- Advanced computer maintenance in the academy center (Dec 2018 – 3 months).
- CompTIA A+ (2015)

Languages

- Arabic Native.
- English (B2).

PERSONAL SKILLS

Core skills

- Excellent written, and verbal communication skills
- Confident, and articulate, with excellent communication skills over the phone
- Ability to communicate complex information
- Excellent body language
- Ability to work efficiently in a fast-paced environment
- Ability to prioritize, operate proactively, and coordinate several tasks simultaneously
- High ability to lead others in stressful situations
- Enjoy working as a team member as well as independently

TECHNICAL SKILLS

- Proficient in designing, implementing, and managing enterprise-level network infrastructure and IT systems.
- Experienced in network and security protocols, including TCP/IP, DNS, DHCP, VPN, firewalls, and intrusion
- Operates in an Agile/Scrum software development methodology
- Support, maintain, and document software functionality
- Strong knowledge of .Net Framework, .Net Core, C#, LINQ, ASP.NET, ASP.NET MVC, and EF Core.
- Strong knowledge in Object-Oriented Design and Analysis.
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ACTIVITIES

FREELANCER

- Website for managing an electronic company (ASP.NET MVC Core 3.1).
- A virtual reality application to simulate a human body (Unity, C #) .
- Desktop image processing program (C#).
- I created a transfer management website and a hotel reservation site (ASP.NET 3)
- Website for managing an electronic company (ASP.NET MVC Core)

EXTRA-CURRICULAR ACTIVITIES

- Volunteer work at WFP project as IT (July 2021 – May 2023).
- Volunteering in Homs Heritage Activities (Jan 2021 – Aug 2022).
- Participation in JCI events.
- Department of Public Relations at the AUST University (2021 – 2022).
- Department of Public Relations at the UOK University (2015 – 2020).

Conferences Participation

- **Organizer:** Sumo Robot Competition, Homs Zenobia Hall (10 Mar 2022)
- **Speaker:** artificial intelligence in the business, Homs, Aman center (12 Sept 2023)