

## MUSTAFA GIBACHI

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**DATE OF BIRTH:** 31-08-1987

**PLACE OF RESIDENCE:** Tilburg

**LANGUAGES:** Nederlands,  
Engels, Arabisch, Duits

**IT EXPERIENCE SINCE:** 2011

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06-39172762

## INTRODUCTION

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*Mustafa is an intelligent, calm, and very friendly man. He is characterized by his work ethic, perseverance, and drive. He is incredibly dedicated, very loyal, and easy to be around. Mustafa has a great passion for IT and is very ambitious. In his free time, he spends a lot of time studying, walking, jogging, gaming, and spending time with his family.*

*Mustafa has been working in IT since 2011. He has completed several successful assignments as a skilled service desk employee and recently discovered his passion for Azure. In his most recent assignment, Mustafa took on and successfully completed several Azure projects. Projects he worked on included LAPS using Azure and Intune, remote support using Intune, Add Tags, Managing Azure Cost (advisor recommendation), and Azure Virtual Desktop. Mustafa has earned his Microsoft Azure Fundamentals, Microsoft Azure Administrator, and Microsoft Security, Compliance & Identity Fundamentals. Mustafa is an absolute asset to the skilled service desk and can also provide support in the field of Azure.*

## TRAINING

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MBO Level 4 – IT & Network Technology

Damascus, Syria | 2008–2011

Internationally recognized through diploma evaluation as equivalent to the Dutch MBO4 level (EQF level 4)

## MOST RECENT WORK EXPERIENCE

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2025 - present

**Microsoft 365 Engineer**

RAM-IT

2024

**Intune Administrator**

Imec in Wageningen

2024

**Security Officer**

Van Doren Engineers

## CERTIFICATEN EN OPLEIDINGEN

2025	Azure Solutions Architect Expert (AZ-305) - voorbereiden op examen
2025	Microsoft Certified: Azure Virtual Desktop Specialty (Az-140)
2025	Nerdio NMM-200 Certified Engineer
2025	Nerdio NMM-100 Certified Engineer
2025	Nerdio NAF-100 - Azure Fundamentals for Endpoint Management!
2023	Microsoft Azure Security Technologies (AZ-500)
2023	Microsoft Security, Compliance & Identity Fundamentals (SC-900)
2023	Microsoft Azure Fundamentals (AZ-900)
2023	Microsoft Azure Administrator (AZ-104)
2022	Dutch as second language – C1   Universiteit Tilburg
2022	Zscaler Certified Cloud Administrator
2022	Microsoft Windows 10 (MD-100)
2021	Learning Network Troubleshooting
2021	Troubleshooting IT Remote Administration
2019	Dutch as second language – B1   Universiteit Tilburg
2016	MASK Zentrum: German integration course B1
2013	English course in America University
2009	Network+ and IT professional
2009	CCNA Routing, LAN switching, Wireless and WA

## EXPERTISE

VMWare	Windows 7	Azure
Hyper-V	Windows 8	Microsoft 365
Windows Server 2016	Windows 10	Service Now
Windows Server 2019	MS Exchange	TOPdesk
ios	Active Directory	ITIL
Android	Intune	

## WERKERVARING

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### Microsoft 365 Engineer

#### RAM-IT

05/2024 – present

Responsible for implementing:

**Microsoft Azure** – Management of cloud resources, identity management, and implementation of security measures

Conditional Access – Configuration of access policies based on user context, device status, and risk profiles

**Microsoft 365** – Administration of users, licenses, and security settings within Exchange Online, SharePoint, and Teams

**Microsoft Teams Admin Center** – Experience managing Teams structure, user roles, meeting policies, and integrations

**Exchange Admin Center** – Management of mailboxes, transport rules, email security, and compliance settings

**Other Microsoft Products** – Experience with Intune, Defender for Endpoint, and Microsoft Entra ID

### **Project Experience**

- Migration of MFA and SSPR to Microsoft Entra
- Implementation of SPF, DKIM, and DMARC for email security
- In-place upgrade of Azure VM to Windows Server 2025
- Azure VM deployment via Bicep templates
- Implementation of Azure Virtual Desktop for a new client environment, including host pool, FSLogix profiles, and Conditional Access
- Onboarding of a new client to Nerdio Manager for AVD, including workspace and host pool configuration
- Deployment of a new golden image to the host pool via Nerdio, optimized for Windows Server 2025
- Configured with FSLogix profiles, Conditional Access, and auto-scaling in Nerdio for efficient resource allocation
- Deployment of Azure Virtual Desktop (AVD) via Nerdio MSP for client environments, including troubleshooting and performance optimization
- Creation of test host pools to validate configurations and simulate user scenarios
- Installation of applications from Chocolatey repository using Nerdio Windows Scripts.
- Implemented and managed Windows 365 Cloud PC to enable secure remote access, optimize performance, and support scalable deployment for modern workplace environments.

### **Intune Administrator**

**Imec – Wageningen**

2024

Responsible for deploying laptops via Intune.

### **Security Officer**

**Van Doren Engineers**

2024 – Part-time

Extensive experience as Helpdesk Administrator implementing Azure Intune projects and managing security threats using Microsoft Defender. Conducted vulnerability assessments to strengthen the organization's defense against cyber threats.

### **Cloud Engineer**

**Lamb Weston EMEA**

2023

**Worked as a Cloud Engineer focused entirely on Azure Cloud. Led various projects including:**

- Successfully implemented LAPS (Local Admin Password Solution) using Azure and Intune
- Tested and documented the best configuration for Lamb Weston
- Initiated remote support integration between Intune and TeamViewer (currently in testing phase)

- Applied Add Tags to 500 AR machines in Azure to distinguish between Windows Server 2016 and 2019
- Monitored Azure cost & billing (Advisor recommendations), identified weekend VM usage, and initiated auto-shutdown for cost savings
- Managed Azure Virtual Desktop, resolved errors, and applied patches to Windows Server
- Monitored and resolved issues in Microsoft Sentinel
- Onboarded VMs via VMware, installed Windows Server 2019, and configured Azure Sentinel, Devolutions, Patch Manager, and Tags
- Offboarded VMs by removing software, updating IP addresses, and deleting devices from AD, Windows VM, and vSphere

## **Workplace Administrator**

### **Municipality of Tilburg**

2022 – 2023

Provided user support across 3,500 users in six major locations and 20 smaller sites in and around Tilburg and Dongen. Worked in a team of nine. Responsibilities included:

- Workplace management and daily incident support
- Laptop imaging via Intune
- Tools used: Intune, TopDesk, Citrix, Hyena, Ivanti Automation, Ivanti Workspace Control

## **Workplace Administrator/ Support Engineer**

Scandinavian Tobacco Group

2021 – 2022

**International tobacco manufacturer with 33 companies in 20 countries and 12 production facilities.**

**Responsibilities included:**

- Second-line incident resolution
- User support via phone, email, and remote access
- Ticketing via TOPdesk
- Workplace setup and maintenance
- Asset management and hardware replacement
- Microsoft 365 Modern Workplace (Azure and Intune)
- SCCM to Intune migration with system administrators
- Supported applications: BLD, QAD, Nielsen Answers Desktop Installer, MS Teams, Oracle Setup, Genesys Cloud

## **IT Site Support Technician**

Ingram Micro Commerce

2020 – 2021

**Handled network issues, printer installation and maintenance per domain. Responsibilities included:**

- Ticket handling via OTRS
- User support via phone, email, and remote access
- Technical assistance for incoming incidents
- Prepared and configured desktops, laptops, printers, and phones
- Provided basic computer training
- Supported Office365 and Active Directory

**IT Support Engineer****Papyrus Store (Germany)****2017****Provided support to students and school staff. Responsibilities included:**

- Advising on school/work computers
- Resolving ICT incidents for laptops and PCs
- Troubleshooting whiteboards and projectors
- Maintaining Epson/HP printers
- Resolving network issues
- Installing Windows 7

**Helpdesk Technician****AWO Saarland (Germany)****2016****Supported four locations with approx. 40 employees each. Responsibilities included:**

- PC and laptop support
- Hardware, software, and network troubleshooting
- Cable replacement and testing with data tester
- Printer maintenance and network integration
- Printer replacement and server configuration with IP assignment

**Graphic and IT Support Technician****SGL Studio Gali Ingegneria Spi-spa.it****2012 – 2014**

Handled network troubleshooting, setup, and hardware/software installation. Also translated communications from Arabic to English.

**IT Support Engineer****DRC – Danish Refugee Council****2011 – 2012**

Worked at the Sayda Zainab community center in Damascus, established by DRC. Responsibilities included:

- Teaching computer skills to Iraqi refugees
- Facilitating community access to the center
- Creating a positive learning environment