

AHMAD SAJAD FAIZI

IT Support Specialist | Microsoft 365 | Active Directory | Windows | Networking
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PROFILE

Service-oriented IT Support professional with hands-on experience in workplace support and digital inclusion volunteering. First point of contact for end users: handling incidents, service requests and onboarding/offboarding. Solving Microsoft 365, Windows 11, hardware, network and peripheral issues — on-site and remotely — while following SLA agreements. Structured, proactive and customer-focused, with strong communication skills towards non-technical users. Actively interested in IT security and continuous learning.

CORE SKILLS

- **Support & Troubleshooting:** L1/L2 support, incident & service request management, ticket handling, SLA compliance, remote & on-site diagnosis, escalation, onboarding/offboarding, access management
- **Systems & Networking:** Microsoft 365, Windows 11, macOS, Active Directory, Intune, TCP/IP, DNS/DHCP, routing & switching, firewalls, network segmentation, basic VoIP/IP telephony, backup management
- **Hardware & Tools:** Diagnostics & repair, device & printer configuration, meeting room & AV support, MS Excel, MS Visio
- **ITSM & Documentation:** ITIL/ITSM concepts, knowledge base articles, user documentation, operational procedures, prioritisation
- **Lab & Automation:** Proxmox VE, FOG Deployment, Windows Server, Bash/Shell scripting, C (42 Piscine)

RELEVANT EXPERIENCE

IT Support & Project Support

Jan 2025 – Present

Hariwa fv, Antwerp

- First point of contact and local IT support for internal users: phone, computer, application, hardware, software and basic network issues — both on-site and remotely.
- Registered, tracked, documented and resolved incidents and service requests according to SLA agreements; prioritised and escalated recurring or complex issues when needed.
- Supported users with Microsoft 365, Windows, business applications, mobile devices, printers and audiovisual equipment in meeting rooms.
- Improved the onboarding flow: standardised and fully pre-configured IT equipment, laptops and peripherals; supported account setup and access management for new joiners and leavers.
- Increased operational continuity through proactive backups and successful recovery of business-critical systems, with attention to security.

Digital Helper (Volunteer)

Sep 2026 – Present

Digipunt Antwerpen – Bib Arena Deurne, Antwerp

- Support library visitors (in Dutch) with digital questions: smartphones, laptops, email, Microsoft 365, internet, printing/scanning and online government services.
- Diagnose basic problems, explain solutions clearly to non-technical users and refer complex issues when necessary.

Technical Projects (Self-managed & CVO Encora)

- **Virtualisation & Networking:** Designed and manage a Proxmox VE hypervisor environment to test network segmentation, routing and firewall rules.
- **Zero-touch Deployment:** Built a central FOG Deployment Server to push OS images over the network.
- **Active Directory Management:** Set up Windows Server Domain Controllers for centralised user accounts, group policy and rights management.

EDUCATION & CERTIFICATES

- **Computer Operator Certificate** – CVO Encora, Antwerp (Jun 2026) — focus on systems, hardware, networking and support
- **Software Engineering Bootcamp (Piscine)** – 42 Belgium, Antwerp (Aug 2026) — C programming, peer-to-peer learning, problem solving
- **Google Cybersecurity Professional Certificate** – Coursera (May 2026)
- **NT2 Dutch** – CVO (level 2.4 completed; level 3.1 in progress)

LANGUAGES

- **Dutch:** Advanced (working at NT2 level 3.1)
- **English:** Professional working proficiency
- **Persian:** Native

EARLIER EXPERIENCE

- **Accountant & Administrative Assistant** – SCSG & 3F Company (2014–2019)
- **Retail & Customer Service** – Perry Antwerp (2023)