

AHMAD AL-NAJJAR

IT Manager | Technical Lead – Systems & Infrastructure

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PROFESSIONAL SUMMARY

Results-driven IT Manager and Technical Lead with 10+ years of experience delivering enterprise IT infrastructure, systems administration, and end-user computing solutions across multi-site environments. Proven expertise in Microsoft 365, Azure AD, endpoint deployment, virtualization, and network infrastructure. Strong background leading technical operations, resolving complex system issues, and optimizing IT environments for performance, security, and scalability. Recognized for hands-on leadership, process improvement, and delivering high-quality IT services in fast-paced enterprise and MSP environments.

PROFESSIONAL EXPERIENCE

Technical Supervisor – IT Systems & Infrastructure (Deployment & Imaging)

Lenovo CFS, Brantford, ON | May 2025 – June 2026 (Contract)

Technical Lead overseeing IT systems, infrastructure support, and large-scale endpoint deployment within Lenovo's Customer Fulfillment Services (CFS) environment.

- Led end-to-end endpoint deployment, imaging, and provisioning for Lenovo and non-Lenovo enterprise devices across high-volume environments
- Designed and implemented imaging solutions using PXE boot, WIM deployment, and local deployment servers
- Managed Windows Autopilot provisioning and configuration for enterprise device onboarding
- Performed advanced BIOS configuration, firmware troubleshooting, and hardware-level issue resolution
- Acted as primary escalation point for complex technical issues, resolving deployment and system failures
- Delivered hands-on support across systems, networking, and infrastructure environments
- Led technical training and mentoring for team members on imaging, deployment, and troubleshooting
- Collaborated with project managers, engineering teams, and operations stakeholders to optimize workflows
- Supported integration with enterprise platforms including ServiceNow, SAP, and SSC

- Ensured compliance with security standards including BitLocker encryption and secure data wiping (Blancco)
- Improved operational efficiency through process optimization and technical documentation

Environment: Windows 10/11, PXE, WIM, Microsoft Autopilot, Azure AD, Enterprise Networking

IT Manager – Infrastructure, Security & End-User Computing

MSS WR, Kitchener, ON | Oct 2024 – May 2025

- Managed full IT operations including servers, endpoints, cloud services, and network infrastructure
- Administered Microsoft 365, Azure AD, Intune, MFA, and Conditional Access policies
- Led device lifecycle management including imaging, deployment, hardening, and compliance
- Managed network infrastructure including Wi-Fi, switches, routers, and printers
- Implemented monitoring and automation using Pulseway RMM
- Developed SOPs, IT policies, and asset management processes

IT Technician – Systems, Virtualization & Infrastructure

IMT Corporation, Kitchener, ON | May 2023 – Oct 2024

- Supported 400+ users and 300+ endpoints across multi-site manufacturing environments
- Administered Windows Server 2003–2022, Active Directory, DNS, DHCP, and Group Policy
- Managed virtualization environments using VMware ESXi and Hyper-V
- Configured and maintained Sophos, Cisco, and Unifi network infrastructure
- Implemented VLANs, VPN (GlobalProtect), and network segmentation
- Supported engineering applications including SolidWorks, PDM, and Mastercam
- Performed hardware diagnostics and repairs for enterprise devices
- Created technical documentation, network diagrams, and operational procedures

IT Consultant – Cloud, Servers & Infrastructure

PeaceWorks Technology Solutions, Waterloo, ON | Aug 2021 – May 2023

- Delivered IT consulting services including server migrations, Azure transitions, and M365 deployments
- Led Active Directory upgrades, file server migrations, and cloud integrations
- Configured firewalls, switches, and network environments (Cisco, Sophos, HPE, Unifi)
- Managed endpoints, patching, and monitoring using Naverisk RMM
- Provided remote and onsite support across infrastructure, systems, and networks

- Documented IT environments, recovery procedures, and asset inventories

IT Support Contractor – Enterprise Deployment & Desktop Engineering

Magnum IT Services, Waterloo, ON | Jun 2018 – Aug 2021

- Delivered large-scale enterprise deployments for TD and RBC including imaging and hardware refresh
- Performed OS upgrades, data migrations, and workstation provisioning
- Diagnosed and repaired Lenovo and Dell enterprise devices
- Led deployment teams and coordinated project execution timelines
- Provided onsite and remote technical support across desktop and network environments

TECHNICAL SKILLS

Systems & Infrastructure: Windows Server 2008–2022, Active Directory, GPO, DNS, DHCP

Cloud & Identity: Microsoft 365, Azure AD (Entra ID), Conditional Access, MFA, Exchange Online, SharePoint

Endpoint Management & Security: Intune, AutoPilot, BitLocker, Microsoft Defender, Bitdefender, SentinelOne

Networking: Cisco, Sophos, Unifi, VLANs, VPN (GlobalProtect), routing & switching

Virtualization: VMware ESXi, Hyper-V

RMM & Automation: NinjaOne, Pulseway, Naverisk, ConnectWise, PowerShell

EDUCATION

Master of Science (M.Sc.) – Computer Science, University of Buckingham, UK

Bachelor of Science (B.Sc.) – Mechanical Engineering, University of Technology, Baghdad

CERTIFICATIONS

Lenovo Certified Service Manager Technician & Admin (2022)

Lenovo Warranty Service Authorization (2020)

CCNA Intensive Course – Firebrand Training

Microsoft Certified Systems Engineer (MCSE)

WHMIS & Health and Safety (2024)