# ABDUL MONNAF

IT Support Manager | Microsoft 365 & Azure | Intune | NIS2/GDPR

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## Professional Summary

IT Support Manager with over 10 years in IT, including 6 years working with Microsoft 365, Azure and Power Platform in Germany. Sole IT lead for an Energy-as-a-Service Provider with 60–70 users including 140–150 devices, owning an annual budget exceeding €200K including licenses and projects, service management, endpoint security, NIS2/GDPR compliance, ERP migration and AI-driven automation.

**Strategy & Leadership:** IT Strategy & Roadmaps; IT Service Management (ITSM); IT Product Ownership; Digital Transformation; Stakeholder & Vendor Management; Budget & Licensing Optimisation.

**Cloud & Identity:** Microsoft 365; Exchange Online; SharePoint Online; Teams; Azure; Entra ID; Conditional Access; MFA; RBAC/PIM; SSO/OAuth.

**Endpoint & Security:** Intune; Windows Hardening; Microsoft Defender; Microsoft Purview; NIS2 & GDPR Compliance; Risk Assessment; Business Continuity.

**Business Apps & Automation:** Power Apps; Power Automate; Power BI; Dynamics 365 CRM; Business Central; SharePoint Lists; OCR & AI Invoice Processing.

**Tools & Scripting:** PowerShell; Microsoft Graph; GitHub; Azure App Service; osTicket (ITSM); DNS/Cloudflare; SQL; JavaScript; PHP.

## Professional Experience

### IT Support Manager

**Feb 2025 – Present**

*IP Innovative Power GmbH (Energy as a Service Provider)* — *Berlin, Germany*

#### IT Leadership & Service Management

- Defined a 12-month IT roadmap, standards and governance policies aligned with business goals; advise management on investments, risks and licensing.
- Launched a self-hosted osTicket (ITSM) helpdesk with Entra ID single sign-on, giving all users one tracked channel for IT requests; handling over 450 tickets/month with 90–95% SLA compliance.
- Reduced recurring IT costs by 5% through Microsoft 365 and Copilot licence optimisation and vendor contract reviews.
- Standardised onboarding and offboarding with full access revocation across mailboxes, Teams and business apps.

#### Digital Transformation, ERP & AI

- Led requirements gathering, process mapping and solution design for 4 departments, converting more than 15 paper-based processes into scalable digital workflows.
- Coordinating migration from Business Central to Odoo ERP for over 250 users, including external users; aligning stakeholders, vendors and technical teams from requirements to go-live (in progress).
- Mapped business processes for Odoo modules (O&M, EPC, PV, Heat, Contracts) and a custom Building Energy Management module.
- Contributed on the Energy Utility invoicing project for gas, heat and electricity, replacing manual data entry in billing.
- Automated energy contract generation with built-in pricing calculations, cutting preparation time and reducing human intervention.
- Introduced AI-assisted invoice processing for over 5,000 invoices/month, speeding up review and reducing manual errors.
- Rolled out Microsoft 365 Copilot with a company AI usage policy for 60–70 users.

#### Microsoft 365, Cloud & Business Applications

- Administer Microsoft 365, Exchange Online, SharePoint and Teams for 60–70 users and 35 shared mailboxes, automating admin tasks with PowerShell and Microsoft Graph.
- Secured Azure with least-privilege RBAC/PIM for developers and vendors; enabled GitHub-to-Azure App Service deployments for 3 applications.
- Administer Dynamics 365 CRM and Business Central across the organisation for 40 users.
- Built 6 Power Apps, over 70 Power Automate flows and KPI-based Power BI dashboards that automate approvals, reminders and reporting.

#### Cybersecurity & Compliance (NIS2, GDPR)

- Hardened 140–150 Windows devices with Intune: removed local admin rights, blocked USB and unapproved app installs, and enforced compliance policies.
- Implemented NIS2/GDPR controls with Microsoft Defender and Purview, including MFA, Conditional Access, DLP and external sender warnings.
- Manage SOC agent coverage, risk assessments, business continuity plans and security awareness for all staff.

### Infrastructure

- Run networks, servers, Wi-Fi, lifecycle of over 200 IT assets, procurement, backup and disaster recovery.
- Migrated 28 domains to Cloudflare and managed DNS, SSL, hosting and email with zero unplanned downtime.
- Developed and maintained 4 public WordPress websites.

### Software Developer — Jun 2020 – Jan 2025

*Lotus Transfer Press Solutions GmbH & Co. KG (Heat Press Manufacturer)* — *Berlin, Germany*

*Full-time Jan 2022 – Jan 2025; Working Student Jun 2020 – Dec 2021*

- Digitised 6 business processes with SharePoint, Power Apps and Power BI; led the migration to SharePoint Online.
- Administered Microsoft 365, Azure and Purview for 20 users; managed server backups, office network and in-house IT systems.
- Developed the Shopware online shop and WordPress sites; streamlined order processing about 20% faster and drove Search Engine Optimization (SEO) and digital marketing with performance dashboards; by creating SEO friendly website the organic traffic grew by 30%.

### Student Assistant – Web Development — Apr 2020 – Mar 2021

*Beuth Hochschule für Technik (now known as Berliner Hochschule für Technik) (State-Owned University)* — *Berlin, Germany*

- Produced interactive learning modules (LaTeX, JavaScript) with graphics (Photoshop, Illustrator) and videos (Premiere Pro, DaVinci Resolve); contributed to Moodle LMS development, maintained public TYPO3 and WordPress websites.

### Web Developer — Apr 2018 – Jun 2019

*AGD IT Solution Sdn. Bhd. (IT Services Provider)* — *Kuala Lumpur, Malaysia*

- Developed and deployed 2 client web applications (PHP, HTML5, CSS3, JavaScript), providing post-launch support and documentation.

### SharePoint Developer (Intern) — Oct 2017 – Mar 2018

*SRKK Group (IT Services Provider)* — *Selangor, Malaysia*

- Built SharePoint Online/on-premises solutions, Nintex workflows and Power BI dashboards for 5 clients; authored end-user manuals and technical documentation.

### Computer Support Technician (Working Student) — Jan 2015 – Sep 2017

*AA Printing Technology Sdn. Bhd. (IT Services Provider)* — *Kuala Lumpur, Malaysia*

- Resolved operating system, hardware, network and peripheral issues for more than 60 devices across 3 locations.

## Education

**Master of Engineering in Information and Communications Engineering** — Dec 2024

*Beuth Hochschule für Technik (now known as Berliner Hochschule für Technik), Berlin*

Signal Processing & Transmission | Network Security & Cryptography | Advanced Switching & Routing

**Bachelor of Science (Honours) in Information Technology** — Oct 2018

*Kuala Lumpur Metropolitan University College (now known as UNITAR University College Kuala Lumpur), Malaysia*

Machine Learning | Distributed Systems & Services | Text Mining & NLP

## Certifications & Languages

**Microsoft Certifications** (transcript: monnaf.com/mcp)

- **SC-900:** Microsoft Security, Compliance, and Identity Fundamentals
- **70-761:** Querying Data with Transact-SQL | **70-480:** Programming in HTML5, CSS3 & JavaScript | **98-364:** Database Fundamentals
- **In progress:** SC-300 (expected Feb 2027); SC-100, AZ-104, MS-102, MD-102 planned.

**Languages:** English (C1) | German (A2, B1 - in progress) | Malay (B1) | Bengali (C2)