

Ahmad Niknam

IT Support & Infrastructure Professional

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Professional Summary

IT support and infrastructure professional with hands-on experience in systems support, Windows Server, networking, Microsoft 365, Azure, Intune, PowerShell, troubleshooting, documentation, and hybrid infrastructure operations. Based in Regina and focused on reliable systems, clear support, and practical operational improvement.

Core Skills

Windows Server | Active Directory | Networking | Azure | Microsoft 365 | Intune | PowerShell
Troubleshooting | Documentation | Hybrid Infrastructure

Experience Focus

IT Infrastructure & Systems Support Experience

Hands-on support across servers, endpoints, users, Microsoft services, and infrastructure troubleshooting.

Multi-site Technical Support

Structured support for users, connectivity, accounts, endpoints, documentation, and escalation paths.

Server and Network Operations

Windows Server health, patch readiness, service status review, DNS, DHCP, and connectivity triage.

Documentation and Operational Reliability

Runbooks, support notes, readiness checks, and lightweight PowerShell reporting for clearer operations.

Portfolio Projects

Hybrid Network Correlator | Server Health Sentinel | Windows Server Patch Readiness Checker
Azure VM Cost and Idle Resource Reporter

Certifications

Microsoft Certified: Azure Administrator Associate (AZ-104)
Google IT Support Professional Certificate
WHMIS