

Bahaa Abou Zaher

IT Systems & Operations Specialist

IT professional with 10 years of experience in IT support, system administration, and infrastructure management. Skilled in managing Windows servers, Active Directory, and leading IT operations.

Developing expertise in modern web technologies including **Next.js**, **React**, **JavaScript**.

Seeking opportunities in **Web Development** as a **Front-End or Full Stack Developer**.



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Professional Experience

Lead IT Support & Ops Specialist Quaker Houghton Produktion Deutschland

June 2022 – Present | Dortmund, Germany

(150 - 200 employees)

As the sole local IT representative in Germany, I collaborate closely with the global IT team to ensure seamless IT operations and support. My key responsibilities include:

- Managing, resolve and/escalate service requests and incidents supporting both person and via remote technology
- Administering and maintaining Windows-based servers including Active Directory, File Server, and Print Server
- Overseeing site IT integrations such as firewall and switch installations, and coordinating PC/laptop migrations
- Participating in both local and global IT infrastructure and transformation projects
- Administering Microsoft Exchange Admin Center and Microsoft Teams Admin Center
- Maintaining a detailed inventory of all IT assets and equipment
- Managing the computer lifecycle replacement program across Germany
- Coordinating with vendors and ISPs to source and manage essential IT services and infrastructure

IT Support L2 ICC Group

September 2016 - October 2020 | Beirut, Lebanon

System Administrator Rafik Hariri Foundation, DHSS

September 2015 - August 2016 | Beirut, Lebanon

IT Administrator Aids and Relief Foundation

October 2014 - August 2015 | Beirut, Lebanon

Courses and Certifications

- Ethical Hacking and Penetration Testing (April 2018)
- MCSA Windows Server 2012 (*Certified from Microsoft* - March 2015)
- MCSE Exchange Server 2013 (*Certified from Microsoft* - March 2015)
- Customized Customer Service (December 2016)
- A+ Computer Maintenance (Hardware, Software, Networking) (July 2014)
- CCTV installation and configuration (April 2016)

Web Development Project

Dressify - E-Commerce Web Application (Full-Stack)

Built a full-stack e-commerce web application for clothing products with a responsive storefront, product discovery, cart/wishlist, checkout, and an admin area for managing inventory.

Tech: React, Next.js (App Router), Supabase (PostgreSQL + Auth), Tailwind CSS, CSS

Key features:

- Product discovery: category navigation + search + filtering (size/price) + sorting + pagination
- Dynamic product pages: variants/stock + sale pricing + photo gallery
- Cart + wishlist: persistent cart with quantity controls + “save for later” wishlist flow
- Auth: Supabase email/password + Google provider login
- Admin: upload new products and delete existing products
- Account: profile management + wishlist + order history
- Dark/Light theme toggle with persistent preference

Key Skills

- **Web Development:** React, Next.js, JavaScript, Typescript (Basics), HTML5, CSS3, Tailwind, responsive UI development
- **Backend & Database:** Supabase (PostgreSQL), authentication, API integration
- **System Administration & Virtualization:** Windows Server administration, Microsoft Active Directory, Group Policy, Hyper-V virtualization, AD Azure, Intune Management
- **Programming:** Basic knowledge of Python
- **Office Software Expertise:** Advanced proficiency with Microsoft 365 (Word, Excel, Outlook, Teams, OneDrive)
- **Hardware & Software Troubleshooting:** Diagnosing and resolving hardware and software issues across desktops, laptops, printers, and AV equipment
- **OS Support:** Support and administration of Microsoft Windows and macOS environments
- **Customer Service:** Professional end-user support with strong communication and problem-solving skills
- **Technical Support:** Providing Helpdesk, Field, and Remote support for end users and IT infrastructure

Languages

- German: Good (C1)
- English: Fluent
- Arabic: Native Language

Education

- Rafik Hariri University Mechref, Lebanon 2010 – 2013
B.S., Bachelor of Science in Computer and Communication Engineering
GPA: 83.07 – With Honor

References

- Available on request