SAMER BATAL

IT & TECHNOLOGY LEADER | CLOUD, CYBERSECURITY & AI SOLUTIONS ARCHITECT

Minneapolis, Minnesota, USA | +1-234-254-9950 | sbatal@hotmail.com | linkedin.com/in/sbatal/

Authorized to work in the United States (Permanent Resident - no sponsorship required)

EXECUTIVE PROFILE

Technology executive and hands-on Azure infrastructure and security architect with 20+ years leading enterprise IT strategy, infrastructure operations, cybersecurity program delivery, cloud transformation, and AI-driven digital solutions. Proven record supporting 6,400+ users and 80+ servers while combining strategic ownership, budgeting, vendor management, governance, team leadership, solution architecture, and deep technical execution across multi-site hybrid environments. Experienced in Azure, Microsoft Entra ID/Active Directory, cybersecurity, network architecture, disaster recovery, enterprise applications, automation, and AI solutions, with measurable results in availability, cost reduction, security, recovery, and operational efficiency.

CORE EXPERTISE - THREE INTEGRATED TECHNOLOGY PILLARS

IT LEADERSHIP & TRANSFORMATION
- Enterprise IT Strategy & Operations
- Digital Transformation
- Team Leadership & Development
- Budget Planning & Cost Optimization
- Vendor Management
- ITSM / Governance
- Business Continuity & Disaster Recovery
- ERP / MRP / Enterprise Applications

CLOUD, INFRASTRUCTURE & CYBERSECURITY
- Azure / Hybrid Cloud
- Microsoft Entra ID / Active Directory
- IAM / SSO / OAuth / MFA
- GPO / RBAC / Conditional Access
- Network Architecture / VPN / Firewalls
- Zero Trust / Security Hardening
- SIEM / EDR / Vulnerability Management
- Virtualization / Storage / Backup / Recovery

AI & SOLUTIONS ARCHITECTURE
- AI-Driven Automation
- Solution & Enterprise Architecture
- API / SFTP / MFT Integration
- PowerShell / Python / Automation
- Power BI / SQL / Analytics
- CI/CD / GitHub Actions
- Process Optimization
- Secure Scalable Digital Platforms

SELECTED CAREER IMPACT

9,600+ users
Secure, scalable platforms and enterprise technology deployments

6,400+ users / 80+ servers
Enterprise IT operations across multi-site environments

99.9% uptime
Mission-critical infrastructure availability

25-30% cost reduction
Infrastructure, licensing, vendor and Azure optimization

30% fewer security incidents
Security hardening, monitoring and access controls

65-70% workload reduction
Automation, Power BI, SQL and workflow optimization

55-60% faster recovery
Backup, disaster recovery and storage/file recovery

45% faster process completion
AI-driven automation and digital transformation

PROFESSIONAL EXPERIENCE

IT Manager & AI Solutions Architect | Lead Azure Infrastructure & Security Engineer | Jul 2025 - Present

AI Holding Solutions | Minnesota, United States of America

- Directed 10+ enterprise cloud and digital transformation initiatives, improving delivery timelines by 25%, while personally owning Azure infrastructure architecture, network configuration, and security hardening (Fortinet, Cisco, Sophos, SonicWall, WatchGuard) across all deployments.
- Configured and monitored enterprise security platforms (Microsoft Defender, Splunk, ManageEngine, SolarWinds) to detect and respond to security incidents across cloud and hybrid environments.
- Spearheaded AI-driven automation solutions, reducing process completion time by 45%.
- Directed backup, disaster recovery, and storage recovery operations, including Veeam, Veritas, and Dell EMC ECS environments, ensuring data integrity and rapid restoration for enterprise platforms.
- Led application and file integration efforts spanning API connectivity and SFTP/MFT processes to support secure enterprise data exchange.
- Administered hybrid Microsoft Entra ID (Azure AD) and on-premises Active Directory environments, including Group Policy Objects (GPO), Conditional Access policies, Role-Based Access Control (RBAC), security policy enforcement, and server hardening, as part of secure, scalable platform deployments supporting 9,600+ users.
- Administered Microsoft endpoint and systems management platforms (SCCM/MECM, SCOM, Microsoft Intune) for Windows 10/11 device deployment, patching, configuration, and monitoring across enterprise deployments.
- Troubleshot Active Directory replication issues across multiple domain controllers and sites, ensuring consistent directory synchronization, DNS/DHCP service reliability, and identity availability across hybrid cloud and on-premises environments.
- Managed PKI (Public Key Infrastructure), including certificate creation, issuance, management, validation, renewal, and revocation supporting secure authentication and encrypted communications across enterprise systems.
- Deployed secure, scalable platforms supporting 9,600+ users, improving operational efficiency by 30% through AI-driven automation and infrastructure optimization.
- Owned solution architecture, vendor selection, deployment (GitHub Actions CI/CD), and optimization across enterprise-wide technology projects.

Head of IT Infrastructure, Digital Platforms & Operations / IT Manager | Jun 2006 - Jul 2025

SABIS - International School of Choueifat | Dubai, United Arab Emirates

- Directed enterprise IT strategy and operations supporting 6,400+ users, driving business alignment, performance, and digital transformation across finance, operations, and academic functions, while personally designing and managing hybrid cloud and on-premises network architecture (Azure, LAN/WAN, DNS, DHCP, AD/GPO, VPN, firewalls) across 80+ servers at 99.9% uptime.
- Built and led a 12-person cross-functional infrastructure, security, and applications team, overseeing performance management, mentoring, and technical career development; directed vendor management and budget planning, reducing costs by 25–30%.
- Administered identity and access management through Microsoft Entra ID (Azure AD) and on-premises Active Directory, including Group Policy Objects (GPO), Conditional Access policies, Role-Based Access Control (RBAC), IAM, SSO, OAuth, MFA, security policy enforcement, and server hardening across hybrid cloud and on-premises environments.
- Resolved Active Directory replication issues across multiple domain controllers and sites in an 80+ server, multi-site environment, maintaining directory consistency, DNS/DHCP service reliability, and uninterrupted identity services.
- Managed PKI (Public Key Infrastructure), including certificate creation, issuance, management, validation, renewal, and revocation supporting secure authentication, encrypted communications, and ISO 27001-aligned compliance.
- Managed enterprise storage and server hardware, including Dell EMC storage systems and HPE iLO/OneView administration for ProLiant rack and blade server deployments.
- Administered Microsoft endpoint and systems management platforms (SCCM/MECM, SCOM) for enterprise-wide patching, configuration, and monitoring across 80+ servers.
- Administered Windows 10/11 desktop and laptop environments for 6,400+ end users, including Dell and Microsoft hardware platforms, PC registry configuration, print services, and antivirus management console administration (Microsoft Defender) across multi-site locations.
- Directed enterprise backup, disaster recovery, and storage/file recovery operations (Veeam), including file recovery and chain-of-custody handling, reducing recovery time by 55-60%, aligned with ISO 27001 standards.
- Led network and application security hardening initiatives aligned with ISO 27001, NIST, and CIS Controls, including Fortinet, Cisco, Sophos, SonicWall, and WatchGuard firewall policy management and access control, reducing security incidents by 30%.
- Configured and monitored enterprise security platforms, Microsoft Defender (EDR), Splunk (SIEM), ManageEngine, and SolarWinds, to detect, investigate, and remediate security threats across hybrid environments.
- Established automation and reporting solutions (Power BI, SQL), reducing manual workload by 65-70% and improving decision-making speed by 90%.
- Oversaw enterprise application integration, including API-based system connectivity and secure file transfer (SFTP/MFT) processes, and owned and optimized ERP/MRP systems across finance, inventory, payroll, and POS, improving data accuracy and reporting efficiency.

Head of Summer School (Seasonal Assignment, Concurrent with SABIS Role) | Summers 2021 & 2022

SABIS - Ashwicke Hall | Bath, United Kingdom

- Improved operational performance using real-time analytics, increasing on-time activity execution from 85% to 97%.
- Reduced IT support resolution time from 20 minutes to 8 minutes, achieving 98%+ satisfaction.
- Managed seasonal operations for 200+ students and 50 staff across two consecutive summer terms, increasing capacity by 25%.

Assistant Operations Manager | Mar 2005 - May 2006

Allied Company International | Beirut, Lebanon

- Administered ERP systems and supported enterprise application integration across finance, payroll, inventory, and POS operations.
- Coordinated cross-functional teams and vendor relationships, improving resolution time by 30%.
- Managed 90+ monthly incidents, improving user satisfaction and support efficiency.
- Improved provisioning efficiency by 40% and reduced response time by 25% through system optimization.

EDUCATION

- Master of Education (M.Ed.) - American University in Dubai
- Bachelor of Science, Management Information Systems - State University of New York, Empire State College

CERTIFICATIONS

PMP • ITIL v3 • Six Sigma Yellow Belt • SCRUM • ISO 27001 • ISO 27002 • ISO 9001 • ISO 19011 • Microsoft Certified: Azure Administrator (AZ-104) • Azure Solutions Architect (AZ-303/304) • Azure Fundamentals (AZ-900) • Microsoft 365 Security (MS-500, MS-900) • Cisco CCNA • Microsoft MCSA • Huawei Certified ICT Associate - Datacom • MikroTik Certified Network Associate (MTCNA) • Ubiquiti Broadband Routing & Switching Specialist (UBRSS)

LANGUAGES

English (Fluent) • Arabic (Native) • French (Beginner)