

Adham Al Khuli

IT Service & Operations Manager

CONTACT INFO:

Email: adham.alkhouli@hotmail.com

Location: Berlin, Germany

LinkedIn: [linkedin.com/in/adham-alkhuli](https://www.linkedin.com/in/adham-alkhuli)

SUMMARY: Senior IT Service & Operations Manager with 10+ years of experience leading IT operations, service delivery, workplace technology, and managing IT teams across international business environments. Experienced in building reliable, secure, and scalable IT services, with a strong focus on process improvement, operational governance, and aligning technology operations with business goals. Strong expertise in IT infrastructure, Microsoft 365, Google Workspace, IAM, SaaS and asset management, vendor management, and cost optimization, supported by solid knowledge of ITIL4, ISO 27001, and GDPR.

LEADERSHIP & OPERATIONAL SKILLS

- Identity & Access Management **IAM**
- IT Service Management **ITIL 4**
- IT Asset Management **ITAM**
- Governance, Risk, Compliance **GRC**
- Cybersecurity & Security Controls
- Vendors & Contracts Management
- SLA Management & Compliance
- IT Project Management
- IT Onboarding & Offboarding
- Monitoring & Incident Management
- Leadership & Team Management
- Process Improvement & Automation
- Cost Optimization & Budget Control
- Stakeholder Management & Cross-functional Collaboration

TECHNICAL SKILLS

- Microsoft 365 Administration
- Microsoft Entra ID, Intune
- Microsoft Purview & Security
- Teams, SharePoint, OneDrive
- Google Workspace Administration
- Google Apps & Services
- Google Cloud Platform (GCP)
- Atlassian: Jira, Confluence, Trello
- Trelica SaaS Management Tool
- MDM, Apple Business Manager
- Networks(LAN, WLAN, WAN)
- Grafana, Kibana, Pingdom, Vercel
- Zoom, Slack, Asana, Cloudflare
- ChatGPT, Copilot, Gemini, Claude

WORK EXPERIENCE

Senior IT Operations Manager | Jul 2020 – Present HomeTiger GmbH | Berlin, Germany

- Lead IT operations, service delivery, and workplace technology across a multi-site environment, ensuring stable, secure, and scalable internal IT services aligned with business needs and ITIL4 best practices.
- Led the IT Workplace Operations team with ownership of service desk, incident management, and operational support, driving improvements in service quality, infrastructure reliability, process consistency, incident handling, knowledge documentation, and stakeholder communication.
- Deliver cross-functional IT projects by managing scope, timelines, budgets, resources, risks, and communication across IT, DevOps, HR, Finance, and Engineering teams.
- Monitor and coordinate incidents across multi-cloud and SaaS environments including GCP, AWS, Hetzner, Microsoft 365, Google Workspace, and core business applications, using Kibana and Grafana to support investigation, escalation, resolution, and follow-up.
- Manage Identity and Access Management (IAM) across Microsoft 365, Google Workspace, GCP, Atlassian, and key SaaS platforms, managing user lifecycle, RBAC, access reviews, & policy enforcement.
- Partner with security stakeholders to strengthen compliance with ISO 27001 and GDPR requirements through controlled access, audit readiness, and periodic review processes.
- Administer and optimize the Microsoft 365 ecosystem, including Entra ID, Exchange Online, Teams, SharePoint, OneDrive, Intune, Purview, Security, licensing, domains, calendar, mail flow, and Office apps.
- Administer Google Workspace, including users, groups, domains, Drive, Meet, Looker Studio, security, storage, backups, licensing, and billing.
- Own software, SaaS, and license management processes, using Trelica to improve visibility, optimize spend, support access reviews, and consolidate overlapping tools.
- Designed and built the company SharePoint environment, improving internal collaboration, content structure, and information availability.
- Manage vendor relationships across hardware, software, and IT services, including procurement, SLA/KPI tracking, & contract reviews.
- Manage IT budget and support cost optimization initiatives by identifying savings opportunities while keeping operational reliability.
- Support and review core Google Cloud Platform services including GCS, VMs, BigQuery, Cloud Functions, and IAM, helping maintain stable and cost-conscious operations.
- Expanded operational ownership across multiple domains during a leaner company phase, helping maintain infrastructure stability, service continuity, and stronger long-term cost control.

EDUCATION

Bachelor Degree in Information Technology
Graduate 2014

COURSES

- ITIL4 Foundation
- IT Service Management
- Microsoft 365 Administration: (MS-100, MS-101, MS-102)
- Cybersecurity Foundations
- Governance, Risk, Compliance (GRC)
- IT Risk Management Essential
- ISO 27001 Cybersecurity Standards

LANGUAGES

- **English:** C1 – Fluent
- **German:** B2 – Upper Intermediate
- **Arabic:** C2 – Fluent

PROJECTS – Key Achievements

Implementation of Trelica SaaS

Management: Led the implementation of Trelica SaaS Management to improve SaaS visibility, security, and compliance, resulting in **26% cost reduction**, **2% productivity improvement**, and **8% fewer service tickets**.

Google Workspace to Microsoft 365

Migration: Led & planned the migration from Google Workspace to Microsoft 365, overseeing backups, data transfer, fixing issues, for 250+ users & 2.8 TB of Data.

SharePoint Platform Design and

Optimization: Designed, implemented, & optimized SharePoint Platform. Led to a **4% productivity boost** & an **18% reduction** in software costs.

GCP Cost Optimization: Managing and optimizing Cloud Functions, VM Instances, & Storage. Led to reducing the cost by **43%**, via FinOps practices.

REFERENCES

Available upon requests

- Using AI tools to streamline workflows, reduce manual effort, speed up routine tasks, and support automation and process improvement across IT operations.

IT Operations Specialist | Jul 2017 – Jun 2020 **HomeTiger GmbH | Berlin, Germany**

- Provided Tier 1, Tier 2, Tier 3, IT support to employees and stakeholders across workplace systems, devices, applications, and access.
- Created and maintained IT documentation, including how-to guides, knowledge base articles, and FAQs, improving team efficiency and reducing repeat support requests.
- Managed and improved onboarding and offboarding processes, increasing new hire readiness and operational efficiency by 17%.
- Managed hardware and software assets lifecycle, including purchasing, deployment, maintenance, upgrades, and replacement planning.
- Automated and optimized operational IT processes to improve efficiency, consistency, and service stability.
- Supported procurement of software, hardware, and IT services, coordinating purchasing and delivery based on business requirements.
- Implemented and managed Microsoft Intune and Apple Business Manager to improve device deployment, and mobile device security.
- Supported and upgraded office infrastructure including internet connectivity, LAN, WLAN, and phone & calls systems (VoIP, DECT, SIM)
- Contributed to improving workplace technology reliability and user experience through structured support, operational follow-up, and continuous process improvement.

IT Consultant | Apr 2016 – Jun 2017 **Freelance. Self Employed | Berlin, Germany**

- IT consulting for small businesses, IT Asset management services.
- Provided IT consultancy for small and micro businesses to improve infrastructure and technical workflows.
- IT asset services, including procurement, inventory, and asset planning.

Career Break | May 2013 – Mar 2016

- Completed study, caregiving, personal development and travel.

IT System Administrator | Aug 2012 – Apr 2013 **International Airport Hotel – 4 Stars Hotel**

- Managed IT infrastructure and system uptime for 24/7 operations.
- Improved IT policies & documentation to level-up IT operations.
- Provided technical support and incident response for IT Infrastructure, employees and internal hotel systems.
- Managed IT asset lifecycles and resource planning to improve hardware and software efficiency.

IT Specialist | Mar 2008 – Dec 2011

Salam Technology Center

- Provided IT Support for small businesses: Software, Hardware, IT infrastructure, networking, and security configurations.
- Supported customers with technical troubleshooting and the sale of PCs, laptops, and IT peripherals.
- Managed operations and maintenance for an 18-station internet center.