

RAIHAN INSAN HABIBI

Cloud & Systems Engineer

SUMMARY

Cloud & Systems Administrator with 3+ years of experience in Microsoft 365 and Azure environments. Microsoft Certified Azure Administrator (AZ-104) with hands-on expertise in Intune, Entra ID, Exchange Online, and cloud infrastructure. Experienced in cloud migrations, security management, and L3 technical support. Proven ability to manage enterprise environments and deliver reliable IT solutions.

EDUCATION

♦ International University of Applied Sciences, Germany |

BSc Cloud Computing (Online) – 2024–2027

WORK EXPERIENCE

CloudNow Solutions, Canada - Hybrid

L3 Microsoft Administrator – Contract: Feb 2025 - Now

Main tasks;

- Administer **Microsoft cloud environments** including Intune, Microsoft 365, Exchange Online, SharePoint Online, and Entra ID
- Support **Azure infrastructure** operations, user administration, and cloud service configurations
- Execute cloud migration activities and assist in post-migration validation and support
- Manage **SOC** using Microsoft Defender
- Resolve complex technical issues as an L3 support point for end users and cloud systems
- Maintain clear technical documentation and service reports for internal and client use
- Collaborate with sales and business** teams by providing technical input for client
- Lead a team of engineers**, to support 24 hours for large enterprise clients in Canada

Pt Menara Sinar Semesta, Cloudku

IT Support & System Administrator - Full Time: May 2024 – Oct 2024

Main tasks;

- Support customer **24 Hours** Online about IT issues, managing tickets and use several tools to monitor
- Lead a group of Interns, giving daily tasks, and weekly knowledge sharing about Business Logic, Cloud Services, AWS, Azure, GCP and Networking.
- Kept the SLA **above 90%** throughout the whole year.
- Hosted ceremonies online to launch our trending Security product and led the business sales team to upsell to customers.

IKEA Indonesia

IT Store Support Analyst- Full Time: September 2022 – April 2024

Main tasks;

- Supported one of **Indonesia's largest ERP systems** using Microsoft Dynamics, resolving system errors and user issues.
- Maintained **IT audit compliance** and helped keep department audit scores in the green.
- Provided IT support for CFU East Warehouse and IKEA Surabaya store operations.
- Managed store openings**, ensuring application, network, and security systems were fully operational.
- Ensured hardware devices were operational and handled 50+ IT support tickets daily.



SKILLS

- Azure Administration (AZ-104)
- Microsoft 365, Intune, Exchange Online, SharePoint
- Microsoft Entra ID & Identity Administration
- Windows Server Administration
- Cloud Migration & Deployment
- Security & Compliance Management
- Technical Support & Troubleshooting
- Network Configuration & Topology
- Python, SQL, Docker, git, HTML, CSS, JS and HTML
- IT Documentation & Reporting

Certifications

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Google Certified IT Support, Cisco Certified Python Developer
- National Gold Medal Champion in Game and system Development during High School in Malaysia

Project Portfolio: [Link to Project Portfolio](#)

Additional Skills & Interests

Languages: English (Fluent) and Indonesian (Native)

Tools & Platforms: Azure, Docker, GitHub Actions

Technical Interests: Full-stack development & Agentic AI systems, cloud architecture

Availability: Open to full-time / contract

Reference

Nabiel Oemar Baawad

IKEA Security, Governance & Support Manager

CONTACT ME

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Surabaya, Indonesia