

ZIYAD UQDAH

Senior Systems Engineer | Cloud & Data Platforms | Azure, DevOps, Automation, Migrations & Integration

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PROFESSIONAL SUMMARY

Senior Systems Engineer with 19+ years of experience across systems administration, engineering, and cloud infrastructure, with a focus on Microsoft Azure, hybrid cloud architecture, and enterprise-scale migrations. Track record of leading SaaS data center migrations, authoring disaster recovery runbooks against real SLA, RTO, and RPO targets, and mentoring engineering teams in high-volume enterprise support environments. Deep, hands-on experience with data platforms — leading SQL Server version migrations, serving as an SME on SQL teams for production data center transitions, and working across various data warehousing and analytics platforms. Broad technical range spanning IaaS/PaaS cloud stacks, virtualization (VMware, Hyper-V), and automation with a career highlight managing hosting infrastructure at a peak scale of roughly 300 domains, 150 websites, and 6,000 mailboxes.

TECHNICAL SKILLS

Cloud & Virtualization: Azure, AWS, GCP, VMware, Hyper-V

Databases & Data Platforms: SQL Server, PostgreSQL, MySQL, Snowflake, Databricks

Development & DevOps Methodologies: CI/CD, SDLC, QA, Agile, Scrum

BI, Analytics & Automation: Power BI, Power Platform, Fabric

Email & Collaboration: Exchange, Microsoft 365, Plesk, Surgemail

Scripting: PowerShell, Bash, Batch

Data Center & DR: Backup & disaster recovery planning, colocation management, capacity planning

PROFESSIONAL EXPERIENCE

Senior Microsoft Systems Engineer – Premier Support, US Cloud

Dec 2023 – Present

St. Louis, MO (Remote)

- Serve as a primary escalation point for expert-level Microsoft technology tickets, resolving advanced issues across cloud and on-premises environments.
- Mentor and cross-train Associate and Premier Support Engineers through shadowing, knowledge-sharing, and structured onboarding.
- Author and maintain Knowledge Base articles that reduce resolution time for recurring escalations across the support team.
- Lead process adherence and service delivery best practices for the team's support pod, monitoring performance metrics to sustain high client satisfaction.
- Review and interview candidates for the Data Platforms & Analytics and BST teams; author technical interview questions used across the hiring process.
- Support QA process improvements for automated ticket escalation workflows.

Microsoft Systems Engineer – Premier Support, US Cloud

Dec 2021 – Dec 2023

St. Louis, MO (Remote)

- Delivered client-facing technical guidance across Microsoft cloud and on-premises solutions, supporting cloud-first deployment strategies.
- Supported clients through new deployments and migrations, resolving technical issues that could affect go-live timelines.
- Reduced ticket onboarding and resolution time by providing high-quality case data and proactive account management.
- Named Engineer of the Month, December 2022 (peer-nominated); promoted to Senior Systems Engineer, December 2023.

Systems Engineer – Cloud Operations, Accruent

Dec 2018 – Dec 2021

New Orleans, LA (Hybrid)

- Served as SME and primary engineer from the SQL team on the data center migration for SaaS application Expesite, supporting production systems across public and private cloud.

- Authored the disaster recovery runbook and method of procedure for Exesite based on product SLAs, RTO, and RPO targets.
- Led the SQL Server 2016 to 2019 upgrade for SaaS application Lucernex.
- Built and maintained redundant production environments to meet committed SLAs; developed automation scripts to reduce manual configuration work.
- Won the Accruent CloudOps C.H.A.M.P.I.O.N. award, Q1 2020 (peer-nominated, one recipient per quarter).

System Administrator II, Fidelity Bank LA

Dec 2017 – Dec 2018

Greater New Orleans Area

- Designed, integrated, and implemented a Microsoft Azure hybrid cloud solution across the Fidelity enterprise.
- Deployed ConnectWise Manage and ConnectWise Automate enterprise-wide.
- Managed Hyper-V, VMware, and Azure infrastructure, storage networks, and physical servers, plus backup infrastructure (Veeam, Doubletake, TierPoint/LiveVault cloud backup).
- Administered core banking and financial services applications (FIS, Fiserv, Finastra, Banker's Toolbox) alongside Microsoft 365, Active Directory, and Azure AD.

IT Specialist IV, All Points Logistics (Boeing contract)

Aug 2017 – May 2018

New Orleans, LA — concurrent contract engagement alongside Fidelity Bank role above

- Supported Boeing's Space Launch System (SLS) program at NASA's Michoud Assembly Facility, managing VPN/network connectivity, certificate/token/smart card access, and video conferencing systems.
- Migrated NASA switch ports and workstation block points to Boeing's network standard.
- Replaced VMware ESX 6.0 hosts with ESX 6.5 across the Boeing MAF data center.

Senior Network Administrator, Merchants Foodservice

Sep 2016 – Aug 2017

Hattiesburg, MS

- Managed VMware, storage, network, and Windows infrastructure supporting the full company enterprise.
- Installed and configured CentOS 7 servers and open-source tooling, including Nagios Core, MediaWiki, and WordPress.
- Decommissioned legacy systems (ManageEngine OpsManager, SharePoint, GS1 Imaging) as part of infrastructure consolidation.

System Administrator I, C Spire

Oct 2014 – Sep 2016

Hattiesburg, MS

- Migrated MegaGate systems (file shares, backups, workstations, applications, servers) into the C Spire enterprise following acquisition.
- Managed multi-site VMware vCenter/ESX infrastructure and enterprise systems including Exchange, Active Directory, and Nagios.
- Maintained MegaGate data center facility operations, including vendor maintenance scheduling and generator load testing.

Systems Administrator, MegaGate Broadband

Aug 2012 – Oct 2014

Hattiesburg, MS

- Managed hosting infrastructure at peak scale of roughly 300 hosted domains, 150 websites, and 6,000 mailboxes across Plesk, Surgemail, and Edgewave spam filtering.
- Fully virtualized the company's server environment, eliminating all remaining physical servers.
- Administered VMware infrastructure, storage, and Windows/Unix systems, including MySQL, SQL Server, BIND, Apache, and IIS.

Network Support Specialist, MegaGate Broadband

Aug 2010 – Aug 2012

Hattiesburg, MS

- Delivered Tier 2 technical support for network engineering and systems administration teams across Metro Ethernet, T1, DSL, VoIP, and hosting products.
- Promoted to Systems Administrator, August 2012.

IT Support Technician, Pine Belt Mental Healthcare Resources

Aug 2009 – Aug 2010

Hattiesburg, MS

- Migrated all production systems and equipment to the corporate office data center.
- Maintained Exchange and Plesk email servers and Active Directory for agency operations.

Network Technician, Service Management Group

Jan 2007 – Jan 2009

Hattiesburg, MS

- Automated manual server processes using VBScript and batch scripting.
- Contributed to a development team building a SQL-database-backed web application for archiving user-uploaded video content.
- Administered SQL Server, Active Directory, and homegrown .NET/ASP applications.

EDUCATION

Bachelor of Science (B.S.), Information Technology — Franklin University, 2017

Associate of Arts and Sciences (A.A.S.), Computer Information Systems and Technology — Jones County Junior College, 2007

HONORS & AWARDS

- President's List, Franklin University
- Computer Science, Engineering, and Mathematics Scholarship (CSEMS) Recipient
- Francis T. Edwards Award for Scholastic Achievement