

RAIHAN INSAN HABIBI

Azure Cloud Administrator | IT System Administrator Cloud Specialist

SUMMARY

A Full-Time Scholarship student at the International University of applied science, Germany majoring in Cloud Computing online. Currently working as a L3 Microsoft Administrator in a Canadian company on-site in Surabaya. Recently worked as an IT Support System Administrator in a cloud service provider company called Cloudku, in which I monitor security, network cloud system and monitor our customer devices with addition to becoming a team product manager. 3+ years' working experience in the IT field, in my first role working as an IT store support Analyst in a multibillionaire company IKEA.

EDUCATION

♦ International University of Applied Sciences, Germany |

September 2024 – 2027 | Majoring in Cloud Computing

WORK EXPERIENCE

CloudNow Solutions, Canada - Hybrid

L3 Microsoft Administrator – Contract: Feb 2025 - Now

Main tasks;

- . Microsoft Intune Administration
- . Microsoft 365 Administration
- . Exchange Online Administration
- . SharePoint Online Administration
- . Migration Execution
- . Entra ID Administration
- . Azure Infrastructure Administration
- . Security & Compliance Management
- . Technical Support & Troubleshooting
- . Documentation & Reporting
- . Sales Support & Business Development

Pt Menara Sinar Semesta, Cloudku

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

Main tasks;

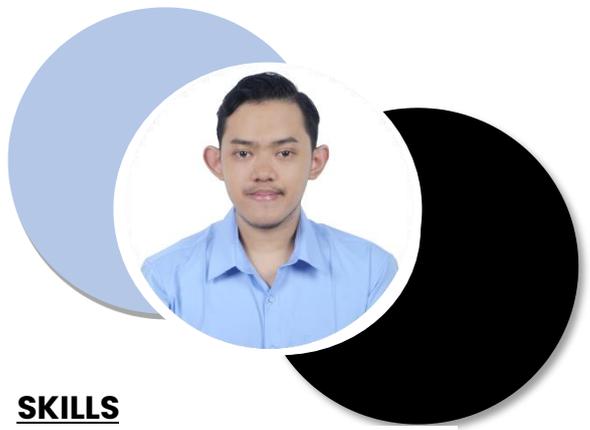
- . Support customer 24 Hours Online about IT issues, managing tickets and use several tools to monitor customer data, fixed an issue which helped **1000+ users**.
- . **Led a group of Interns** to become great IT Support, giving daily tasks, and weekly knowledge sharing about Business Logic, Cloud Services, 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;

- . Learn about the **ERP system**, using Microsoft Dynamics and troubleshooting errors.
- . Kept the IT department **Audit score green** at all times.
- . Provided IT aid for CFU East warehouse and Surabaya IKEA store opening, ensuring Application, Network, Security and all hardware devices are operational customer data, along with **50+ tickets** daily.



SKILLS

- ♦ Windows Server Administration
- ♦ Azure Cloud Professional
- ♦ Solution Architecture
- ♦ Networking Topology
- ♦ Network Device Configuration
- ♦ Cloud App Service Deployment
- ♦ Hardware and software Troubleshooting
- ♦ Cybersecurity Best Practices
- ♦ Agentic AI Automation workflow
- ♦ Python, SQL, Docker, git, HTML, CSS, JS and HTML
- ♦ Migration Projects

Projects

- ♦ Supporting with Migration network from On-premises to Azure.
- ♦ Led the entire IT Store Support system when opening of IKEA
- ♦ Personal Homemade Smart home system inspired by Jarvis, using AI automation system (2025)

For more Projects: [Link to Project Portfolio](#)

About Me

Spoken Language: English (Fluent) and Indonesian (Native)

Birth Info: 28 March 2002, (Sydney, Australia)

Education Status: Proceeding with online Scholarship university degree

"Striving to becoming a better person everyday"

Reference

Nabiel Oemar Baawad

IKEA Security, Governance & Support Manager

CONTACT ME

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