Omar Sedky

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Executive Summary

AWS Certified Solutions Architect with over 10 years of experience leading cloud adoption, infrastructure support, and customer-facing delivery in SaaS environments. Proven ability to design resilient technical solutions, optimize support workflows, and lead cross-functional teams with a focus on automation, quality, and user experience. Currently shifting from Microsoft Intune technical leadership into hands-on AWS architecture and real-world cloud project delivery.

Core Competencies

Cloud Architecture: AWS (EC2, VPC, RDS, Lambda, IAM), Azure AD, Microsoft Intune, Office 365
DevOps & Automation: PowerShell Scripting, GitHub, CodePipeline, CI/CD, Systems Documentation
Leadership & Strategy: Technical Team Development, Cross-functional Collaboration, KPI Ownership
Customer Experience: Issue Lifecycle Optimization, Stakeholder Communication, Process Design

Professional Experience

Sherweb
Montreal, QC, Canada

Technical Team Lead, Microsoft Intune
Jan 2021 – Jun 2025 (Remote)

- **Led** high-performing support engineers focused on Microsoft Intune, driving team autonomy and deep technical ownership.
- **Created** scoped troubleshooting playbooks that reduced Tier II+ escalations by 30% and improved quality audit outcomes.
- **Launched** the 'Think-Tank' process improvement initiative, cutting unresolved escalations by 40% across departments.
- **Awarded** twice Lead of the Quarter for surpassing KPIs and leading cross-team operational improvements.

Senior Technical Engineer, Microsoft Intune
Aug 2018 – Dec 2020

- **Mentored** Level I and II engineers to troubleshoot complex Intune environments, reducing vertical escalations by 30%.
- **Designed** enablement programs that accelerated onboarding and improved engineer onboarding speed by 20%.
- **Built** data dashboards to support real-time triage and prioritization of high-impact cases.

Technical Support Engineer II
Jan 2018 – Jul 2018

- **Resolved** 500+ advanced Office 365 and Azure AD cases with a 95% technical success rate.
- **Automated** high-frequency troubleshooting steps with PowerShell, cutting resolution times and reducing repeat case volume.

Teleperformance – Apple Technical Support Representative
Jun 2017 – Dec 2017 | Montreal, QC

- **Delivered** personalized issue resolution and escalations for Apple devices, maintaining 95% satisfaction.
- **Reduced** handling time by 20% via refined troubleshooting and proactive support scripts.

Premium Orthopedic – Sales Coordinator
Oct 2015 – Dec 2017 | Montreal, QC

- **Built** strategic vendor relationships to ensure timely supply of medical devices to hospitals across Canada and the US.
- **Increased** client acquisition and revenue by 30% through consultative selling and stakeholder engagement.

Aleph Group Inc. (formerly Connect Ads) – LinkedIn Account Manager
Feb 2012 – Jul 2015 | Cairo, Egypt

- **Advised** Fortune 500 clients on LinkedIn campaigns, achieving 220% YoY spend growth with Nokia.
- **Led** launch strategy for Orange's rebranding, surpassing product performance by 4%.
- **Selected** to lead LinkedIn's regional go-to-market launch for MENA.

Projects & Portfolio
• Portfolio Website: https://sedky.net
• GitHub Projects: https://github.com/oSedky

Education & Certifications
• AWS Certified Solutions Architect – Associate
• AWS Certified Cloud Practitioner
• Bachelor of Hotel Management (BHM)