MOHAMED BENAYAD

IT Infrastructure Engineer | Technical Project Manager | Systems & Network Infrastructure

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PROFESSIONAL SUMMARY

IT Infrastructure Engineer and Senior IT Project Manager with 20+ years of experience in IT infrastructure, systems, networks, technical support and IT transformation across international industrial, energy and banking environments.

Strong background in **server and workstation infrastructure, network equipment, troubleshooting, deployment, maintenance, IT operations and infrastructure migration projects**. Experienced in coordinating technical teams, managing complex infrastructure changes and working with international engineering and IT organizations.

Hands-on experience with **Windows Server, Active Directory, SCCM, Microsoft 365, Azure, Intune, Entra ID, Cisco and Aruba networking environments**, combined with strong project management and operational leadership capabilities.

Recognized for combining **technical expertise, structured troubleshooting, operational discipline and project leadership** to maintain reliable IT infrastructure and deliver complex technical projects.

CORE COMPETENCIES

IT Infrastructure & Operations
Server Infrastructure • Computer Hardware • Workstations • Infrastructure Deployment • Maintenance • Troubleshooting • Incident Management • IT Operations

Systems & Platforms
Windows Server • Windows 10/11 • Active Directory • SCCM • Microsoft 365 • Azure • Intune • Entra ID

Networking
Cisco • Aruba • LAN/WAN • VPN • Network Switches • Routers • Wi-Fi • Fiber Optics • Network Infrastructure • Site Migration

Cloud & Modern Workplace
Microsoft Azure • Intune • Entra ID • Windows 365 Cloud PC • Microsoft 365 • Cloud Migration

IT Service Management
ServiceNow • ITIL • CMDB • Asset Management • Incident Management • Change Management • Service Catalog • Knowledge Management

Project & Technical Leadership
Technical Project Management • Infrastructure Migration • Agile • Scrum • Kanban • Risk Management • Technical Coordination • Stakeholder Management • KPI Reporting

PROFESSIONAL EXPERIENCE

OPERANDYS - Founder / IT Project & Infrastructure Consultant – France, May 2026 – Present

Independent consulting practice focused on **IT project management, infrastructure modernization, digital transformation and cloud migration.**

- IT project management and technical coordination.
- Infrastructure modernization and cloud transformation.
- IT governance and Service Delivery.
- Technical advisory and operational support.
- Coordination of technical stakeholders and project delivery.

SANDVIK GROUP — IT Project Manager & Technical Coordinator France
via Experis | Orléans, France | Oct 2021 – Apr 2026

Technical Coordinator for France within an **Agile EMEA organization covering 10 European countries**, supporting approximately **1,400 users and coordinating 11 IT technicians**.
Worked at the interface between local IT operations, technical teams and European/Global IT organizations, combining infrastructure operations, technical support, project delivery and digital transformation.

Key responsibilities & achievements

- Served as **technical reference for the French IT team**, supporting 11 technicians and ensuring consistent technical processes and service quality for approximately 1,400 users.
- Coordinated a **12-month Windows 11 migration program covering 1,500 workstations**, including remote deployment, Intune administration, Entra ID integration and Microsoft Autopilot processes.
- Administered Microsoft Cloud environments including **Microsoft 365, Azure, Intune and Entra ID**.
- Supported and coordinated infrastructure, workstation and application deployments across multiple sites.
- Participated in the deployment and evolution of **ServiceNow ITSM and CMDB**, including IT asset management and service governance.
- Coordinated infrastructure migration and technical deployment activities with local, EMEA and Global IT teams.
- Led a digital transformation project replacing LeanKit with a **SharePoint Lists and Power Automate-based solution**, coordinating a three-person project team and an external developer.
- Implemented process automation for IT equipment ordering, workstation preparation and asset lifecycle workflows.
- Developed technical procedures and documentation and trained technicians on new technologies, processes and operational standards.
- Produced and monitored **KPIs and operational reporting**, supporting continuous improvement initiatives.
- Worked within Agile/Kanban environments and participated in EMEA coordination meetings with technical and project stakeholders.

Infrastructure & Technology Environment

Microsoft Azure • Microsoft 365 • Intune • Entra ID • Windows 365 Cloud PC • Windows 10/11 • Windows Server • Linux Server • Active Directory • SCCM • ServiceNow • CMDB • Cisco • Aruba • SharePoint • Power Automate • Power BI

ATOS — IT Infrastructure & Services Consultant
Long-term assignments – BNP Paribas (1999–2009) | RTE-EDF (2009–2021) Orléans, France

IT Infrastructure Consultant with more than **22 years of experience** supporting two major organizations in the **banking and energy sectors**, within business-critical environments requiring high levels of availability, security and service continuity.
Progressive career development from **hands-on technical support** to IT operations coordination and participation in **infrastructure modernization and migration projects**.

Key Responsibilities & Achievements

- Operated, administered and maintained **systems, network infrastructure and end-user environments** in critical and multi-site environments.
- Progressed from hands-on technical support to **coordination of IT deployments, maintenance activities and technical support operations**.
- Contributed to infrastructure modernization projects, including **Windows migrations, workstation refresh programs and network infrastructure upgrades**.
- Managed **incidents and service requests**, supported end users and collaborated closely with infrastructure engineering teams to maintain service availability and meet service-level commitments.
- Supported continuous improvement initiatives aimed at improving IT service quality, operational efficiency and infrastructure reliability.

Technical Environment

Microsoft 365 • Windows 10 • Windows Server • Active Directory • SCCM • Cisco • VPN • Microsoft Office • Service Manager

EDUCATION & TRAINING

- Project Management Training — Cegos, Paris | 2023
- SharePoint Administration Training — Orléans | 2016
- Front-Line Management Training — Paris | 2014
- DUT Mechanical Engineering & Manufacturing — IUT d'Orléans | 1999
- DEUG Applied Mathematics & Computer Science — University of Orléans | 1998
- Scientific Baccalaureate, Mathematics & Physics | 1996

LANGUAGES

French: Native
English: Professional working proficiency — daily collaboration in international environments
Arabic: Fluent