

Ahmed Abdou Hassan

IT Administrator | SAP GRC Specialist | Document Controlling

Berlin, Germany | +49 1575 7327498 | Ahmed.Abdo@gmx.de | AhmedAbdou.online | linkedin.com/in/ahmedbenabdou

Work Authorization: Based in Berlin on a **Chancenkarte** — authorized to work immediately. No employer sponsorship required. Eligible for **EU Blue Card** upon contract signing.

Professional Summary

IT professional with 20+ years of enterprise experience in SAP GRC Access Control, Active Directory, network infrastructure, and IT service management. Delivered SoD compliance programs and IT operations at Hitachi Energy and ABB across global multi-site environments. Available immediately in Germany.

Work Experience

IT/SAP Administrator — Hitachi Energy | Cairo/Remote | *Mar 2020 – Present*

- Led SAP GRC Access Control & Process Control implementation for 1,200+ users across 3 global sites; achieved zero critical findings in external compliance audit
- Conducted quarterly SoD risk assessments, remediating 150+ role conflicts and reducing critical violations by ~40%
- Administered OpenText xECM and OneView document archiving systems as Focal Point, managing 50,000+ controlled documents
- Collaborated with internal audit and business teams to design corrective action plans for access and compliance gaps
- Provided L1/L2 support: SAP 4H and SAP Ariba for 200+ users

Substation IT Administrator — ABB | Doha, Qatar (German Branch) | *Jun 2016 – Dec 2019*

- Administered network and firewall infrastructure for 11 high-availability substations ensuring 99.9% OT network uptime
- Managed condition monitoring systems across 12 substations; performed fault diagnostics and defect clearance
- Produced incident reports and as-built network drawings for regulatory compliance and project handover

Senior IT Administrator — ABB | Doha, Qatar | *Nov 2007 – Jun 2016*

- Delivered L1/L2/L3 IT support for 800+ users across SCCM, WSUS, Lotus Notes Domino, Exchange, and Active Directory
- Administered Cisco IP telephony infrastructure including configuration, fault resolution, and user provisioning
- Managed hardware lifecycle: needs assessment, upgrade recommendations, procurement support, and inventory control
- Developed IT SOPs and user training documentation, reducing recurring support tickets significantly

Helpdesk Support Administrator — Coca-Cola | Cairo, Egypt | *May 2004 – Feb 2007*

- Provided L1 IT support (Outlook/Exchange, Lotus Notes, Active Directory) for corporate users at Cairo facility

Technical Skills

SAP & Compliance	Infrastructure & Cloud
SAP GRC Access Control & Process Control	Active Directory / Microsoft Entra ID (Azure AD)
SAP S/4HANA, SAP Ariba	SCCM / Microsoft Endpoint Manager, WSUS
SoD Analysis, Role Design, Access Reviews	Network & Firewall Administration
OpenText xECM / OneView	Cisco IP Telephony, Windows Server
SAP User Provisioning & Lifecycle Mgmt	Microsoft 365 / Exchange, Azure (VM, Entra ID)

Education & Certifications

BSc Computer Science — Advanced Academy, Giza, Egypt | 2004

Certifications: Cisco CCNA · SCCM Administration · Active Directory Administration · Lotus Notes Domino Admin · Azure Administrator AZ-104 *(in progress)*

Languages & Personal Data

Languages: Arabic (Native) · English (C1/Professional) · German (A2 — actively studying, targeting B1)

Date of Birth: 07/10/1982| **Nationality:** Egyptian | **Driving License:** Class B

Berlin, May 2026