

Kibrom Wendem



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**Business Central/4PS Consultant | Microsoft
365 Administrator | Technical Application
Manager | Infrastructure Specialist |
Servicedesk Teamlead/Manager**

Result-driven IT consultant with broad experience in Microsoft 365, Exchange Online, Azure AD, PowerShell, Windows infrastructure, and Business Central / 4PS environments. I help organizations strengthen and support hybrid IT environments, with a strong focus on Microsoft 365 administration, Exchange migrations, and Business Central / 4PS support.

I combine technical depth with a strong helicopter view, enabling me to translate complex IT challenges into practical, scalable solutions. Clients describe me as goal-oriented, analytical, and motivating. I am known for taking ownership, creating structure, and helping teams move forward.

Core Expertise

Microsoft 365 & Infrastructure

- Microsoft 365 administration, migrations, and operational support
- Exchange Online / Exchange on-premises, including mailbox migrations, mail flow, and mailbox management
- Entra ID / Azure AD, hybrid identity, and identity & access management
- App registrations, OAuth 2.0, and modern authentication troubleshooting
- PowerShell automation for administration, provisioning, and troubleshooting
- Intune, BitLocker, Microsoft Defender, and endpoint security support
- Active Directory / Azure AD Connect synchronization
- Windows Server infrastructure in hybrid Microsoft environments

Business Applications

- Business Central / 4PS technical consultancy
- Technical consultancy for business applications and application landscapes
- Creating custom apps and extensions within Business Central / 4PS
- Functional and technical analysis of customer requirements

- Translating business needs into technical solutions
 - Troubleshooting integrations, performance issues, and application errors
 - Application implementations, configuration, and optimization
 - Stakeholder management, advisory, and user support
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Consultant Value

As an IT consultant, I help organizations improve reliability, continuity, adoption, and efficiency across Microsoft and business application environments.

My focus is on reducing operational risk, solving complex technical issues, and translating business needs into practical, scalable solutions.

Projects

Owner / IT Consultant

Kibrom Wendem IT Services | January 2025 - Present

Freelance consultant focused on Microsoft 365, infrastructure, technical application management, and Business Central / 4PS environments.

Unilever | *Microsoft 365 Support*

- Delivered Microsoft 365 support activities within the customer environment
- Supported users and administrators with Microsoft 365-related issues and requests
- Assisted with troubleshooting, administration, and operational continuity
- Contributed to a stable and well-supported Microsoft 365 environment

TBI | *4PS Support and Change Requests*

- Delivered 4PS support activities within a Business Central / 4PS environment
- Handled support requests and functional / technical change requests
- Supported users and key stakeholders with application-related questions and issues
- Contributed to application improvements and continuity of the 4PS environment

Airlux Supplies | *Exchange Administrator*

- Delivered an Exchange migration project for Airlux Supplies from on-premises Exchange to Microsoft 365 / Exchange Online
- Managed migration activities for mailboxes and related email services
- Supported planning, execution, testing, and post-migration support

- Helped ensure a smooth transition from the on-premises environment to Microsoft 365 / Exchange Online
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Relevant Experience

Team Lead Support

4PS | 2023 - 2025 Managed a support team of 5 and was responsible for approximately 25% of the incidents reported by more than 300 clients.

Key responsibilities:

- Team management and coaching
- Prioritization and de-escalation
- Customer onboarding
- SLA management
- Leading internal improvement projects

4PS Support Consultant

4PS | 2019 - 2023 Provided third-line technical support for 4PS on-premises and online clients.

Highlights:

- Supported 4PS Construct (Dynamics 365 Business Central) and related infrastructure
- Delivered consultancy projects for customers
- Supported major clients with technical application and Microsoft platform issues

Microsoft IT Administrator

Hosokawa Micron BV | 2018 - 2019 Responsible for internal IT operations, including servers, clients, and network management.

Highlights:

- Independently executed migration projects
- Migrated from Citrix to RDS
- Supported and improved internal infrastructure

Infrastructure Engineer

CRM Partners | 2014 - 2017 Responsible for internal IT and second-/third-line support.

Highlights:

- Technical owner for Office 365 migrations
- Implemented BitLocker encryption
- Worked on Azure AD Sync and Intune-related projects

- Delivered internal infrastructure improvements

IS Service Desk Analyst

Micros | 2008 - 2014 Worked as workplace administrator for Dutch and Belgian offices.

Highlights:

- First- and second-line support
- WDS image management
- DNS and website management
- Active Directory administration

Support Engineer

Aan de Stegge | 2007 - 2008 Provided first-line support and supported registration of devices and users in internal systems.

Education

- **MCSA** – Microsoft Certified Solutions Associate | 2013
- **HBO-ICT (Business IT & Management)** – HAN University of Applied Sciences | Bachelor, 2024
- **MBO-ICT (System Administrator)** – Aventus Deventer | Diploma, 2010

Courses & Development

- **Lenovo** | *Qualified PC Service Technician*
- **ChatGPT** | *ChatGPT Foundations for Teachers*
- Self-study in leadership and professional development

Project Portfolio

Business Central On-Premises Installation

Implemented Business Central on-premises environments at multiple client sites. Delivered installation, configuration, infrastructure alignment, and documentation.

Azure AD Sync Services

Implemented Azure AD synchronization between on-premises Active Directory and Microsoft 365. Delivered tenant setup, Azure AD Connect configuration, and synchronization support.

Skype for Business Cloud PBX / Phone System

Implemented and migrated telephony environments to Microsoft Cloud PBX. Delivered analysis, migration preparation, end-user guidance, and go-live support.

Dynamics 365 On-Premises Installation

Implemented Dynamics 365 on-premises environments for multiple client sites. Delivered installation, configuration, infrastructure changes, and documentation.

BitLocker Administration and Monitoring

Implemented MBAM / BitLocker administration and monitoring solutions. Delivered secure configuration, server-side setup, and supporting documentation.

Windows Deployment Services

Implemented Windows Deployment Services environments with automation and policy configuration. Delivered deployment setup, scripting, configuration, and documentation.

Active Directory Domain Services

Implemented fully functioning Active Directory forests and core services. Delivered DNS, DHCP, replication, configuration, and technical documentation.

Hyper-V Failover Cluster

Implemented Hyper-V virtual clusters including replication services. Delivered clustered virtualization setup, configuration, and continuity support.

Print Environment with AD Authentication

Implemented secure print environments with Active Directory authentication. Delivered rollout coordination, server configuration, user guidance, and support.

File Server and Storage Environment

Designed and implemented file server environments based on AD security structures. Delivered storage setup, folder design, access security, and backup configuration.

Smartphone Contacts Sync for Microsoft 365

Implemented a Microsoft 365 contact synchronization solution for smartphones. Delivered research, setup, testing, and go-live support.