**Bongadu Abbas Mbiydzenyuy**

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**MS 365 System ADMIN**

With 5 years of experience in Microsoft 365 system administration, I specialize in configuring, securing, and maintaining Microsoft 365 environments, including SharePoint Online, Teams, Identity, Compliance and OneDrive. I ensure smooth operations and optimal performance by managing system health, user accounts, and security monitoring. I have a strong track record of customizing Microsoft 365 solutions using tools like Power Automate, Copilote and Power Apps to streamline business processes. I provide comprehensive end-user support, training, and technical guidance to enhance collaboration across teams. Additionally, I manage system monitoring, performance optimization, and governance policies to ensure effective content management and collaboration.

**WORK EXPERIENCE**

**Zane Networks, Washington D.C.**  **December 2021 - Present**

**Microsoft Azure / Office365 Admin**

* Managing SharePoint Online environments, optimizing permissions, libraries, lists, and workflows for 50+ sites, improving collaboration, reducing access issues by 25%, and boosting productivity by 30%.
* Continuously manage system health, user accounts, and security monitoring, reducing system downtime by 25%, decreasing security incidents by 30%, and enhancing overall operational efficiency. Regularly verifying backup integrity to ensure reliable data recovery, thereby strengthening data protection and business continuity.
* Utilize Microsoft 365 Security, Compliance, Endpoint Manager, Identity, Exchange, SharePoint, and Teams daily to ensure communication security. Improved security scores by 30%, reduced unauthorized access incidents by 25%, and cut support requests by 40% through effective management and protection.
* Provide end-user support, resolve technical issues, and manage ticket requests, resulting in a 40% reduction in support inquiries.
* Integrate SharePoint with Microsoft 365 tools, including Teams and OneDrive, improving collaboration and document sharing across teams.
* Maintain system security, apply patches, troubleshoot platform issues, and ensure data governance compliance.
* Staying up to date on changing features of the Microsoft 365 Suite to leverage new capabilities.
* Configuring DNS for email to ensure proper email flow and security.
* Deploy, configure, and manage Azure virtual machines, storage accounts, virtual networks, and other Azure resources in both Windows and Linux operating systems.

**Prince George Community College**  **June 2021 - December 2021**

**Windows System Admin (Intern)**

* Manage users' accounts and permission in Active Directory, reducing account-related incidents by 20% through proactive management.
* Assist with deployment and configuration of Windows updates, ensuring 100% compliance with update policy.
* Assist with setup and maintenance of Windows servers, contributing to the deployment of 10+ new servers.
* Document IT processes and provide user training on basic IT tasks.

**Gaithersburg CSS**, **Gaithersburg, MD** **February 2020 - December 2021**

**IT Help Desk Associate**

* Configure, install, deploy, upgrade, secure, maintain, and support desktops, laptops, tablets, printers, scanners, and other devices, maintaining a 99% deployment success rate.
* Monitor vulnerability risk alerts from manufacturers (i.e., Microsoft, Symantec, Sun, Novell, etc.) and keep computers, servers, and image patch levels current. Regularly check IT security settings on desktops, laptops, and tablets, including virus scans, operating system patches, and software updates, maintaining a 0% security breach rate.
* Act as the point of contact for end-user problems, consistently achieving a 95% satisfaction rate, and work as a team member with other technical support units as needed.

**EDUCATION**

Associate in Applied Science: Cyber Security Prince George Community College, Largo, MD.

Bachelor's Degree: Information Security University of Maryland Global Campus, Hyattsville, MD, USA

**PROFESSIONAL SKILLS**

* Mailbox management
* Email security setting and flow transport rules
* Site creation and management
* Permission and access control
* Users setup and configuration
* SSO configuration
* DLP policy
* IAM
* User Training and Awareness.

**AWARDS AND CERTIFICATION**

* CompTIA Security **+**
* Google Cloud Certified Professional Cloud Security Engineer
* Google IT Support Professional
* AZ-900 Microsoft Azure Fundamentals
* AZ 104 Microsoft Azure System Administrator
* CISSP (In Progress)