

ADAM MUKDAD

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PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years managing user accounts, access requests, and endpoint security in enterprise and academic environments. Experienced in Active Directory, Azure AD (Entra ID), and cloud collaboration platforms. Skilled at enforcing least-privilege principles, monitoring access logs, and maintaining compliant identity lifecycle documentation. Currently expanding technical breadth through Microsoft AZ-900, Okta Certified Professional, and CompTIA Security+ certifications.

CORE COMPETENCIES

Identity & Access Management (IAM) | Active Directory / Azure AD | Authentication & Authorization | User Lifecycle Management | Access Governance | Endpoint Security | Security Logging & Monitoring | Policy Documentation | Incident Response Support | ServiceNow / JIRA Ticketing | ITIL Principles

PROFESSIONAL EXPERIENCE

IT Support Specialist

The Vazquez Holdings Organization, LLC | Chicago, IL | Feb 2020 - Jul 2024

- Administered workforce accounts in Active Directory and Azure AD, maintaining accurate provisioning and de-provisioning.
- Implemented least-privilege and separation-of-duties access standards to reduce unauthorized privilege escalation.
- Authored 12 security and access SOPs aligning operations with audit and compliance requirements.
- Reviewed event and security logs (Event Viewer, McAfee, Proofpoint) to identify anomalies and coordinate incident escalation.
- Delivered quarterly security awareness training to strengthen adherence to access policies.
- Supported hybrid environments (Office 365, Google Workspace, VPN), ensuring secure authentication and continuity.

OIT Support Specialist

City Colleges of Chicago – Richard J. Daley College | Chicago, IL | Aug 2017 - Jan 2020

- Managed onboarding and offboarding for 1,400+ users, maintaining consistent access control documentation.
- Supported authentication and account issues through the college's Active Directory environment.
- Authored SOPs governing software deployment, updates, and user access protocols.
- Assisted in endpoint patch management and compliance audits for IT assets.

Financial Services Associate

Walmart | Chicago, IL | Jul 2024 – Present

- Verified customer and entity identities in compliance with financial data regulations.
- Maintained audit-ready records of access-based transactions and privilege assignments.
- Reinforced data integrity through consistent validation and error-reduction processes.

EDUCATION

Associate of Science in Computer Science

City Colleges of Chicago- Richard J. Daley College

CERTIFICATIONS (Ongoing)

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Okta Certified Professional (OCP)
- Auth0 Certified Developer
- CompTIA Security+

TECHNICAL TOOLKIT

Identity & Access Management:

- Active Directory
- Azure AD (Entra ID)
- MFA
- Okta (Ongoing)
- SSO

Security Tools:

- Endpoint Protection
- Event Viewer
- McAfee
- Patch Management
- Proofpoint

Automation & Administration:

- Google Workspace
- Jira
- Office 365
- PowerShell
- Python
- ServiceNow

Governance & Compliance:

- Audit Readiness
- NIST Frameworks
- Policy Documentation