

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, and cloud collaboration platforms. Skilled at enforcing least-privilege principles, monitoring access logs, and maintaining compliant identity lifecycle documentation. Currently expanding technical depth through Microsoft AZ-900, Okta Certified Professional, and CompTIA Security+ certifications.

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## 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

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## 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.
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## Education

**Associate of Science in Computer Science**

City Colleges of Chicago – Richard J. Daley College

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## Certifications (In Progress)

- Microsoft Certified: Azure Fundamentals (AZ-900)
  - Okta Certified Professional (OCP)
  - CompTIA Security+
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## Technical Toolkit

**Identity & Access Management:** Azure AD, Active Directory, Okta (in progress), SSO, MFA

**Security Tools:** McAfee, Proofpoint, Endpoint Protection, Event Viewer, Patch Management

**Automation & Administration:** PowerShell, Python (basic), ServiceNow, JIRA, Office 365, Google Workspace

**Governance & Compliance:** NIST Frameworks, Audit Readiness, Policy Documentation

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## **Branding Statement**

“I build secure, efficient access environments where technology and compliance intersect — ensuring every identity is verified, every access is justified, and every endpoint is protected.”