

Christian M. Kaba

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OBJECTIVE

Enthusiastic IT Support Engineer with solid experience in network administration, Windows Server management, and cloud technologies. Keen to utilize my expertise in SCCM, Intune, and infrastructure automation in a challenging environment. Looking to enhance my skills while contributing to the optimization and reliability of IT infrastructure, ensuring effective and efficient daily operations.

WORK EXPERIENCE

City of Atlanta

Atlanta, GA

Endpoint Engineer

July 2023 – Present

- Administered user lifecycle management, including provisioning and de-provisioning, across multiple systems.
- Managed provisioning and configuration for Active Directory, Intune, Azure AD (or Entra), and Office 365/Exchange.
- Configured and managed user and group settings in Entra ID and ADDS.
- Leveraged Windows Autopilot for efficient device provisioning.
- Deployed and administered software applications through Intune.
- Enrolled and managed devices across Windows, iOS, and Android platforms using Intune.
- Proficient in managing mobile devices (MDM) and applications (MAM) with Intune.

Atlanta Public Schools

Atlanta, GA

Senior IT Support Specialist (Contractor)

August 2019 – July 2023

- Ensured functionality of interactive whiteboards and projectors.
- Troubleshoot and replaced Kronos hardware.
- Reimaged PCs and Macs.
- Performed hardware upgrades and break/fix tasks.
- Deployed, upgraded, and installed software on desktops, laptops, and mobile devices.
- Resolved minor wireless and network issues.
- Installed and troubleshooted APS police software (Moblan, RMS, CAD, Milestone, Ocularis, etc.).
- Processed new hire and move requests.
- Maintained accurate asset assignments.
- Tracked hardware inventory through Gigatrak and Incident IQ systems.
- Monitored tools for school outages.
- Maintained work areas including MDF/IDF closets.
- Provided support for IT projects and AV events.
- Served as a technical resource or mentor.

Coretelligent (IT Managed Service Provider)

Duluth, GA

Remote Support Engineer

April 2021 – December 2022

- Enrolled and managed devices (Windows, MacOS, iOS, and Android) via Intune.
- Deployed and managed applications using Intune.
- Deployed devices using Windows Autopilot.
- Managed users and groups in Azure AD and AD.
- Handled AD, Intune, Azure AD or Entra, and Office 365/Exchange provisioning.
- Managed user accounts in various applications (Adobe, Okta, G-Suite, Idaptive or CyberArk, DUO, Egnyte, BOX, Slack, Zoom, Salesforce, Sentinel, Fortinet VPN, IT Glue, KnowBe4, etc.).
- Provided support for hardware, software, and networks including Clear Kiosks Support
- Pushed updates via PDQ Inventory, PDQ Deploy, and Kaseya.
- Completed technical tasks and remediated incidents.
- Troubleshooted Credlepoint devices and access points via Cisco Meraki.

Atlanta Public Schools

Atlanta, GA

Service Desk Analyst (Contractor)

August 2019 – November 2019

- Monitored telephone systems and user calls
- Reset passwords and unlock user accounts.
- Escalated issues to higher support levels.
- Provided remote assistance for user issues.
- Supported IT projects as needed.

Computer Generated Solutions Inc (Lenovo)

Peachtree Corners, GA

Technical Support Representative, Bilingual

June 2018 – August 2019

- Responded to IT service requests.
- Assisted customers with technical matters.
- Resolved information system problems.
- Escalated unresolved issues.
- Maintained professionalism and customer satisfaction.
- Kept records and prepared reports.

Ames Taping Tools

Suwanee, GA

Production Team Lead

February 2012 – Mai 2018

- Monitored production activities for adherence to procedures.
- Ensured product quality.
- Checked finished products.
- Kept records of deliveries and supplies.
- Facilitated communication between workers and management.
- Developed production schedules.

EDUCATION

Gwinnett Technical College

Lawrenceville, GA

Associate degree in Networking Specialist, GPA: 3.73/4.0**July 2017****CERTIFICATIONS**

MD-102 Endpoint Administrator Associate

HP Commercial and Consumer Desktops, Workstations, Notebooks, and Chromebook Service Qualification Certified.

CCENT – Cisco Certified Entry Networking Technician
CCNA – in Progress

2018

GCIC CJIS Security Awareness Training – GG18

GBI CJIS LASO Training – GBI_194

SKILLS

- Installed and maintained a small Splunk enterprise environment.
- Created alerts, dashboards, and reports from Splunk data.
- Onboarded new data sources for the Splunk environment.
- AWS EC2, S3, and IAM role and policies
- MS Outlook, MS Teams, SharePoint, OneDrive.
- Software packaging with AdminStudio and InstallShield.
- Deployed Windows 10/11 and applications using Microsoft Deployment Services and Microsoft Deployment Tools (MDT).
- **SCCM Training:** Setup SCCM lab on Microsoft Azure and a Personal computer using Hyper-V, Deployed packages, applications, Office 365, and PowerShell Scripts, created Boundaries, users, and devices collections, created custom reports and custom queries, ran reports from SQL Management Studio, created task sequences, PXE boot
- **Remote administration tools:** BigFix, Dameware, Kaseya, LogMeIn, Microsoft Teams, Quick Assist, SCCM, TeamViewer, Zoom, and ConnectWise.
- **Tools:** VMWare, Hyper-V, PowerShell, basic Python, Nmap, Wireshark, Windows Sysinternals suite, OpenVAS set-up and configuration, Nikto, Burp, Event Viewer, Log Analysis, Basic SQL.
- **Windows Server configuration and administration:** Installed and configured servers, configured Domain and Forest, created, and managed Group Policy Objects, installed Domain Controllers, managed Active Directory Users and Computers, deployed, and configured the DHCP and DNS service, synced my lab AD users to my Microsoft 365 tenant via AzureADConnect or Microsoft Entra Connect.
- **Operating Systems:** Windows XP, Vista, 7, 8, 10 and 11, Windows Server, Unix/Linux, Mac OS, Android.
- **Networking:** WAN/LAN technologies, TCP/IP, IP addressing, subnetting, layer1-3 troubleshooting.
- Local network setup, internet, WIFI, Ethernet, and DSL connections.
- Problem-solving and analytical skills.