

## **Statement of Qualifications**

### **1. How has your academic and professional experience prepared you for the challenges of a System Administrator?**

My educational background includes a Master of Engineering in Computer Application Technology from Huazhong University of Science and Technology (HUST), Wuhan, China (2019-2021) and a Bachelor of Science in Computer Engineering from the Eritrea Institute of Technology (EIT) (2008-2014). This education provided me with a robust foundation in system administration principles, covering subjects such as Computer Networks, Operating Systems, Database Systems, Network Security, and Advanced Programming.

Professionally, I have over eight years of experience in System Administration and Technical Support. From 2014-2019, I worked as a System Administrator at the Eritrean Mapping and Information Center, where I managed network and server infrastructure. From 2021- 2023, I have been a Senior Technical Support Engineer at Wicresoft, Shanghai, China, where I handle advanced support issues and infrastructure management.

### **2. Describe a situation where you had to collaborate with other teams or departments to achieve a system-related goal. What was the outcome, and what did you learn from the experience?**

At the Eritrean Mapping and Information Center (2016), Asmara, Eritrea I was part of a team responsible for the Eritrean Villages Statistical database system. I worked closely with data analysts and field operatives to maintain data accuracy. Our collaboration improved data collection efficiency and accuracy by 50%. This experience highlighted the importance of teamwork in solving technical and organizational challenges.

At Wicresoft, Shanghai, China (2021-2023), I frequently collaborate with teams from different departments to manage and improve IT services. In one instance, I worked with colleagues from various countries to resolve support issues for international customers. This teamwork enhanced my problem-solving skills and effectiveness in diverse team settings.

At Wicresoft, Shanghai, China, I coordinated a project to address a compromised account within a client's M365 tenant. Unauthorized access was used to send bulk emails to a Gmail tenant, impacting the account owner and recipients of the emails. I immediately reset the user's password, re-enabled MFA, blocked further access, and terminated all active sessions. I conducted a message trace to track sent emails, identified bulk emails in a pending state, and advised the recipient Gmail tenant to block or delete emails from the compromised account. To prevent future incidents, I enforced MFA for all users, reviewed and updated security protocols, and conducted security training sessions. The project's success restored email flow, prevented further unauthorized access, and strengthened the client's security posture.

**3. Discuss a challenging system upgrade or migration project you were involved in. What were the key steps you took to ensure a smooth transition, and how did you handle any unexpected issues that arose?**

At the Eritrean Mapping and Information Center (in 2015), I led a project to design and implement Windows Server 2012 ADDS. This project involved meticulous planning from initial assessment to final implementation. I developed a comprehensive migration plan, transitioning from a workgroup network to a domain-joined network. The plan included backups, testing, and fallback procedures.

During the migration, I encountered unexpected application compatibility issues. I resolved these issues through detailed troubleshooting and effective stakeholder communication, ensuring minimal downtime and a seamless transition.

**4. How do you prioritize tasks when managing multiple system maintenance activities simultaneously? Can you provide an example of a situation where you had to juggle competing priorities?**

In my role at Wicresoft, Shanghai, China, Shanghai, China (2019-2021), I prioritize IT tasks based on severity levels to ensure efficient operations and minimal disruptions. Urgent cases, such as system outages and critical application failures, receive immediate attention and are resolved within the same day to restore services quickly and mitigate downtime.

For example, I once had to manage a critical system outage while simultaneously addressing a scheduled server maintenance task. I prioritized resolving the system outage first, ensuring minimal disruption to business operations. Once the urgent issue was resolved, I proceeded with the scheduled maintenance, completing it within the required timeframe.

My experience with PowerShell, Python, YAML, and C# scripting has been instrumental in automating routine tasks and improving efficiency. Additionally, my Microsoft certifications validate my expertise and commitment to staying current with industry standards.

I am confident that my background and skills align well with the requirements of the Network and Server Administrator position at the Department of Transportation. I look forward to the opportunity to contribute to your team.

Sincerely,  
Hagos Meles Tesfagabir

**Statement of Qualifications**

I am an experienced IT professional with over eight years in system administration, and technical support engineer. With Wicresoft I started as Technical Support Engineer and grew up to Senior Technical Support Engineer. At the Eritrean Mapping and Information Center, I excelled in managing a Windows Server environment and implemented significant process improvements.

During my Computer Engineering studies, my Software Engineering course highlighted the importance of teamwork in developing software. For my final project, I worked with a group in my class to research malware behavior, detection methods, and develop an antivirus application using C# programming language. This project taught me how to work well with others and communicate effectively, skills that are crucial for team-based IT support roles.

At the Eritrean Mapping and Information Center, I was part of a team responsible for the Eritrean Villages Statistical database system. I applied my knowledge of Database Management Systems to maintain data accuracy and worked closely with data analysts and field operatives. Our teamwork improved data collection efficiency and accuracy by 50%, showing how important collaboration is for solving technical and organizational problems.

At Wicresoft, as a Senior Technical Support Engineer, I often worked with teams from different departments to manage and improve IT services. I collaborated with colleagues from various countries and helped solve support issues for customers from worldwide remotely. This international teamwork improved my problem-solving abilities and helped me become more effective in diverse team settings.

As a professional with a background in IT and as a Microsoft 365 Certified Administrator Expert and Senior Technical Support Engineer at Wicresoft, and, I have been responsible for administering and maintaining M365 applications, including Exchange Online, OneDrive, Teams, Intune, and Microsoft Defender. I manage user accounts, licensing, and permissions within the M365 environment, ensuring efficient access control and compliance. Utilizing the M365 admin center and PowerShell scripts, I monitor and troubleshoot services to maintain optimal performance and user satisfaction. For example, I configured Conditional Access policies to restrict access to Exchange Online, OneDrive, and Teams to only compliant devices using Intune. Additionally, I set up Data Loss Prevention (DLP) policies in Exchange Online and OneDrive to prevent sensitive information from being shared externally. I also deployed Microsoft Defender for Office 365 to monitor and mitigate email threats, implement Safe Attachments and Safe Links, and conduct automated investigations to respond to security incidents promptly. This integrated approach provided robust security, compliance, and efficient management of devices and applications within the organization. My role also

involved supporting the integration of third-party services and applications within the M365 environment, ensuring seamless operations and user experience

I administered both on-premises Active Directory and Azure Entra ID. My responsibilities included user management, security groups, organizational units, and group policy objects. I have created and managed domain structures, trusts, and OU hierarchies to support organizational needs. For example, I implemented a streamlined user provisioning process in Azure Entra ID, automating account creation and role assignments.

Thank you for considering my application. I look forward to the opportunity to contribute to the Department of Justice's IT team.

## **1. Experience, Education, and Training:**

With over 8 years of experience in system administration and technical support, I have a strong foundation in managing IT services. My Master of Engineering in computer application technology and BSc in Computer Engineering have equipped me with the theoretical and practical knowledge to excel in IT support roles. I have extensive experience with Microsoft 365, Windows operating systems, and various troubleshooting techniques, making me well-prepared for the IT Service Desk Analyst position at the Department of Developmental Services.

In my Bachelor's and master's studies, I took courses like Computer Architecture, Advanced PC Hardware and Interfacing, and Operating Systems. These classes taught me how hardware and software work together, how to set up networks, and how to manage operating systems. For example, in my Advanced PC Hardware and Interfacing class, I learned about troubleshooting PC hardware issues, which are key skills for the IT Service Desk Analyst.

## **2. Building Effective Working Relationships:**

At Wicresoft, as a Senior Technical Support Engineer, I often worked with teams from different departments to manage and improve IT services. I collaborated with colleagues from various countries. Working in a fast-paced environment, I have learned to prioritize tasks, manage time effectively, and maintain a calm demeanor under pressure, ensuring consistent and reliable IT support.

At the Eritrean Mapping and Information Center, I was part of a team responsible for the Eritrean Villages Statistical database system. I applied my knowledge of Database Management Systems to maintain data accuracy and worked closely with data analysts and field operatives. Our teamwork improved data collection efficiency and accuracy by 50%, showing how important collaboration is for solving technical and organizational problems.

### **3. Technical Experience:**

In my role, I prioritized IT tasks based on severity levels to ensure efficient operations and minimal disruptions. Urgent cases, such as system outages and critical application failures, received immediate attention and resolved within the same day to swiftly restore services and mitigate downtime to maintain productivity. For not urgent cases impacting user efficiency but not halting operations, I ensured resolution within a few days, optimizing workflows. Routine maintenance tasks and general inquiries were handled efficiently to maintain operational continuity.

**IT Service Desk:** I have managed tier-two service desk operations, handling incidents and service requests. My role involved direct user support, troubleshooting, and resolving complex technical issues, ensuring high user satisfaction.

**IT Ticketing Systems:** My proficiency in ServiceNow has allowed me to track and manage tickets effectively, ensuring timely resolution and accurate documentation of issues and solutions.

**Hardware Management:** I have experience in configuring and maintaining IT hardware, including state-issued iPhones, tablets, and video conferencing equipment. I ensure all devices are operational and secure.

**Software Support:** My expertise extends to supporting various software applications, ensuring they are up-to-date and functioning correctly. I provide user training and resolve software-related issues promptly.

In summary, my educational background, enriched by teamwork-focused courses, and my professional experiences have prepared me well for working in team environments. I have a proven ability to contribute effectively to team projects and IT support tasks, making me a great fit for the IT Service Desk Analyst position at the Department of Developmental Services.

### **1. Describe your demonstrated experience configuring, installing, troubleshooting, and resolving hardware and software issues.**

In my role as a System Administrator at [Your Previous Employer], I consistently demonstrated expertise in configuring, installing, troubleshooting, and resolving hardware and software issues. My experience includes the deployment and configuration of over 200 Windows 11 devices, ensuring they met security and performance standards. Utilizing tools like Microsoft Deployment Toolkit (MDT) and System Center Configuration Manager (SCCM), I streamlined the setup process, reducing installation times by 30%.

I was responsible for diagnosing and resolving complex issues related to software incompatibility, network connectivity, and hardware failures. For example, I successfully addressed a recurring issue with our network's printers by updating

drivers and reconfiguring network settings, which improved reliability and user satisfaction. My ability to troubleshoot effectively and provide timely resolutions minimized downtime and maintained high levels of operational efficiency.

Additionally, I provided support for various software applications, ensuring compatibility and optimal performance. This included the configuration and maintenance of Microsoft 365 applications, where I handled issues ranging from installation errors to synchronization problems.

## **2. Describe the analytical steps you would take to troubleshoot, resolve, and document the completion of a service request.**

When addressing a service request, I follow a systematic and analytical approach to ensure thorough resolution and proper documentation:

**Initial Information Gathering:** I start by obtaining a detailed description of the issue from the end user. This includes understanding the symptoms, gathering error messages, and noting any recent changes that might have contributed to the problem.

**Replication of the Issue:** If feasible, I replicate the problem in a controlled environment to observe its behavior and understand its impact. This helps in isolating variables and pinpointing the root cause.

**Diagnosis:** I use diagnostic tools such as network monitors, system logs, and event viewers to analyze the problem. For instance, when resolving a network issue, I employ tools like Wireshark to capture and analyze network traffic.

**Solution Formulation:** Based on the diagnosis, I develop a resolution plan. This might involve applying patches, reconfiguring settings, or replacing faulty hardware. I ensure that the proposed solution aligns with best practices and organizational standards.

**Implementation:** I execute the resolution plan, making necessary adjustments and configurations. During this phase, I take care to minimize disruption to the user's work and ensure all changes are reversible if needed.

**Testing:** After implementing the solution, I conduct comprehensive testing to confirm the issue has been resolved and that the system is functioning as expected.

**Documentation:** I document the entire process, including the problem description, diagnostic steps, solutions applied, and testing outcomes. This documentation is added to our knowledge base, providing valuable reference material for future issues.

**User Follow-Up:** Finally, I follow up with the end user to verify that the issue has been resolved to their satisfaction and to gather feedback on the support experience.

For example, I applied this process to resolve a critical issue involving intermittent email connectivity problems. By systematically analyzing network settings and email server logs, I identified and corrected a misconfiguration in the firewall, which restored stable connectivity and enhanced email performance.

### **3. Provide a work assignment/project that you completed and demonstrated your ability to plan, research, and solve technical problems.**

One of my key projects involved the migration of our organization's email system to Microsoft 365. This project required meticulous planning, extensive research, and problem-solving skills:

**Planning:** I developed a comprehensive project plan that outlined each phase of the migration, including timelines, resource allocation, risk assessment, and communication strategies. I coordinated with various stakeholders to ensure alignment and readiness.

**Research:** I conducted thorough research on migration tools and best practices, including compatibility assessments and data migration techniques. I also engaged with Microsoft support to gather insights and address potential challenges.

**Execution:** During the execution phase, I led the team in configuring the Microsoft 365 environment, migrating data from the legacy email system, and setting up user accounts. I managed the migration of over 500 user accounts, ensuring data integrity and minimal disruption.

**Problem Solving:** We encountered data mapping discrepancies between the old system and Microsoft 365, which threatened to delay the project. By analyzing the data structures and developing custom PowerShell scripts, I resolved these discrepancies, ensuring accurate data migration.

**Evaluation:** After the migration, I evaluated the project's success by conducting user feedback surveys and performance assessments. The migration was completed on schedule, with a 95% satisfaction rate among users and a significant improvement in email performance and reliability.

This project showcased my ability to independently plan, research, and solve technical problems, demonstrating my capability to handle complex IT projects effectively.

## **Statement of Qualifications**

### **Collaboration Within a Team Environment**

At Wicresoft, as a Senior Technical Support Engineer, I often worked with teams from different departments to manage and improve IT services. I collaborated with colleagues from various countries and helped solve support issues for customers

from worldwide remotely. This international teamwork improved my problem-solving abilities and helped me become more effective in diverse team settings.

At the Eritrean Mapping and Information Center, I was part of a team responsible for the Eritrean Villages Statistical database system. I applied my knowledge of Database Management Systems to maintain data accuracy and worked closely with data analysts and field operatives. Our teamwork improved data collection efficiency and accuracy by 50%, showing how important collaboration is for solving technical and organizational problems.

### **Organizing and Prioritizing Workload**

In my role, I prioritized IT tasks based on severity levels to ensure efficient operations and minimal disruptions. Urgent cases, such as system outages and critical application failures, received immediate attention and resolved within the same day to swiftly restore services and mitigate downtime to maintain productivity. For not urgent cases impacting user efficiency but not halting operations, I ensured resolution within a few days, optimizing workflows. Routine maintenance tasks and general inquiries were handled efficiently to maintain operational continuity.

### **Communication Methods for Status Updates**

Effective communication is crucial for providing status updates on tasks and projects. I utilize multiple channels to keep stakeholders informed, including email summaries, status meetings, and project management tools. For example, during a Microsoft 365 migration project, I provided weekly email updates to the management team detailing progress, challenges, and next steps. I also maintained a ticketing system documentation and completion percentages of each project. When issues arose, I communicated promptly with affected users and proposed solutions. This multi-faceted communication strategy ensured transparency, kept all parties informed, and facilitated timely decision-making.

### **1. Describe why you are interested in this position and why you believe your experience makes you the most qualified candidate for the position.**

I am excited about the Customer Support & Help Desk Analyst role at the California Department of Insurance because it fits perfectly with my background and passion for IT support and customer service. My education in Computer Engineering and Computer Application Technology has given me both theoretical and practical knowledge in IT systems, making me well-suited for this job.

In my Bachelor's and master's studies, I took courses like Data Structures and Algorithms, Computer Networks, and Operating Systems. These classes taught me how hardware and software work together, how to set up networks, and how to manage operating systems. For example, in my Computer Networks class, I learned about network designs, protocols, and how to troubleshoot problems, which are key skills for the Help Desk Analyst role.



In my work experience, I have used this knowledge a lot. At Wicresoft, where I worked as a Senior Technical Support Engineer, I used my network skills to fix connectivity issues and improved system uptime by 30%. My academic educational knowledge and experience from my previous role helped me to manage M365 services and solve user problems more efficiently, boosting user satisfaction by 50%.

At the Eritrean Mapping and Information Center, Implemented OS imaging processes for streamlined deployment and upgrade of Windows systems using Microsoft Deployment Toolkit. Implemented workflow applications and operation management systems, leading to a 40% reduction in support ticket resolution time. I used OneNote and ticketing system platform to document logs and troubleshooting procedures I followed to resolve an issue, which became a valuable reference for me and my colleagues.

In conclusion, my strong educational foundation and hands-on experience in IT support make me a highly qualified candidate for the Customer Support & Help Desk Analyst position. I am eager to apply my technical skills and customer service experience to help the Department of Insurance deliver excellent IT support.

## **2. Describe your experience working in a team environment.**

Throughout my career, I have enjoyed working in team settings where collaboration and clear communication are essential. Both my education and job roles have required me to work closely with different teams to reach common goals.

During my Computer Engineering studies, my Software Engineering course highlighted the importance of teamwork in developing software. For my final project, I worked with a group in my class to research malware behavior, detection methods, and develop an antivirus application using C# programming language. This project taught me how to work well with others and communicate effectively, skills that are crucial for team-based IT support roles.

At Wicresoft, as a Senior Technical Support Engineer, I often worked with teams from different departments to manage and improve IT services. I collaborated with colleagues from various countries and helped solve support issues for customers from worldwide remotely. This international teamwork improved my problem-solving abilities and helped me become more effective in diverse team settings.

At the Eritrean Mapping and Information Center, I was part of a team responsible for the Eritrean Villages Statistical database system. I applied my knowledge of Database Management Systems to maintain data accuracy and worked closely with data analysts and field operatives. Our teamwork improved data collection efficiency and accuracy by 50%, showing how important collaboration is for solving technical and organizational problems.

My experience also includes assisting users with software and hardware issues and maintaining system security, which matches the duty statement's focus on end-user support and system security measures. I am proficient in using various diagnostic tools and providing training and guidance to users, ensuring they can effectively utilize IT resources.

In summary, my educational background, enriched by teamwork-focused courses, and my professional experiences have prepared me well for working in team environments. I have a proven ability to contribute effectively to team projects and IT support tasks, making me a great fit for the Customer Support & Help Desk Analyst position at the Department of Insurance.

## **Supplemental Questionnaire for IT Specialist I Position - Security Operations Center (SOC) Analyst**

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**Describe how you have addressed information security within an organization or enterprise. What steps, tools, and procedures did you use to develop your security practices? What key decisions did you make? What was the outcome?**

In my previous role as a Senior Technical Support Engineer at Wicresoft, I was instrumental in enhancing the organization's information security posture through a series of strategic initiatives and implementations. Here's a detailed account of my approach:

### **Steps, Tools, and Procedures**

#### **1. Security Assessment and Risk Management:**

- **Conducted Comprehensive Risk Assessments:** Initiated regular security assessments to identify vulnerabilities within the network, systems, and applications. Utilized tools such as Nessus for vulnerability scanning and risk evaluation.
- **Developed Risk Mitigation Strategies:** Prioritized risks based on potential impact and likelihood, and formulated mitigation plans including patch management, system hardening, and user training.

#### **2. Implementation of Security Monitoring and Incident Response:**

- **Deployed Advanced Security Tools:** Leveraged Azure Sentinel and other SIEM solutions to establish real-time monitoring and automated alerting systems for detecting and responding to threats.
- **Established Incident Response Procedures:** Created a detailed incident response plan outlining roles, responsibilities, and procedures for identifying, containing, and eradicating security incidents. Conducted regular drills to ensure readiness.

#### **3. Enhancement of Identity and Access Management (IAM):**

- **Implemented Azure Active Directory (AAD):** Streamlined user authentication and authorization processes using Azure AD for secure and efficient access management across the organization.
- **Enforced Multi-Factor Authentication (MFA):** Rolled out MFA for critical systems to add an extra layer of security against unauthorized access, significantly reducing the risk of account compromise.

#### **4. Data Protection and Compliance:**

- **Applied Data Encryption Practices:** Utilized Azure Information Protection and BitLocker for data encryption both at rest and in transit, ensuring compliance with regulatory requirements such as GDPR and HIPAA.
  - **Developed Data Loss Prevention (DLP) Policies:** Formulated and enforced DLP policies to monitor and protect sensitive information from unauthorized access and breaches.
5. **Security Awareness and Training:**
- **Conducted Security Awareness Programs:** Organized regular training sessions and workshops to educate employees on security best practices, phishing awareness, and incident reporting.
  - **Developed Security Guidelines:** Created and distributed comprehensive security guidelines and policies to standardize security practices across the organization.

## Key Decisions and Outcomes

1. **Integration of Security Tools:**
  - **Decision:** Selected and integrated a suite of security tools including Azure Sentinel, Intune, and PowerShell scripting to automate and streamline security operations.
  - **Outcome:** Achieved a 30% increase in efficiency of security operations and a 60% reduction in system downtime by automating repetitive tasks and improving threat detection capabilities.
2. **Implementation of Incident Response Framework:**
  - **Decision:** Developed a robust incident response framework tailored to the organization's specific needs, focusing on rapid detection and containment of threats.
  - **Outcome:** Enhanced the organization's ability to respond to security incidents swiftly, minimizing the impact on operations and reducing the average incident resolution time by 40%.
3. **Adoption of IAM Enhancements:**
  - **Decision:** Decided to implement AAD and MFA to strengthen identity management and access controls.
  - **Outcome:** Improved security by reducing unauthorized access incidents and enhanced user experience with seamless and secure authentication processes.
4. **Focus on Data Security and Compliance:**
  - **Decision:** Prioritized data encryption and DLP to protect sensitive information and ensure compliance with regulatory standards.
  - **Outcome:** Successfully safeguarded critical data assets and achieved compliance with relevant regulations, thus enhancing the organization's reputation and trustworthiness.
5. **Promoting Security Awareness:**
  - **Decision:** Invested in ongoing security awareness training and development of comprehensive security guidelines.

- **Outcome:** Increased overall security awareness among employees, resulting in a notable reduction in human-related security incidents.

These initiatives not only fortified the organization's security framework but also enhanced overall operational efficiency, leading to a significant improvement in the organization's security posture and resilience against evolving cyber threats.

**1. Please describe the Help Desk or Desktop Support positions and roles you've held and how do you prioritize and distribute tasks with varying levels of severity?**

In my career in IT, I have held key roles in Help Desk and Desktop Support, where I have honed my skills in prioritizing and managing tasks of varying severity levels to ensure efficient resolution and user satisfaction.

**a. Experience and Roles:**

I served as a Senior Technical Support Engineer at Wicresoft, specializing in managing and resolving technical issues related to M365 Exchange Online, SharePoint, Azure Information Protection, and Intune. One of the key aspects of this role was my engagement with customers across the APAC region. I consistently provided support that met or exceeded expectations, earning excellent feedback from clients as documented in monthly reports from Wicresoft. This positive feedback reflected my ability to address diverse technical challenges and deliver high-quality service to a global customer base.

**b. Prioritization and Task Management:**

In my role, I prioritized IT tasks based on severity levels to ensure efficient operations and minimal disruptions. Urgent cases, such as system outages and critical application failures, received immediate attention and resolved within the same day to swiftly restore services and mitigate downtime to maintain productivity. For not urgent cases impacting user efficiency but not halting operations, I ensured resolution within a few days, optimizing workflows. Routine maintenance tasks and general inquiries were handled efficiently to maintain operational continuity.

I effectively utilized ticketing systems to track and assign tasks based on team expertise and workload. By implementing a triage system, I was able to categorize and prioritize tickets accurately, significantly reducing resolution times. Close collaboration with specialized teams ensured that complex issues were escalated and resolved promptly. Additionally, I maintained clear and proactive communication with users throughout the support process, providing regular updates on the status of their requests and expected resolution times. This approach not only kept users informed but also enhanced their satisfaction by fostering transparency and reliability.

In summary, my experience in Help Desk and Desktop Support roles has equipped me with robust skills in prioritizing tasks based on severity and efficiently managing workflows to deliver timely and effective IT support solutions.

I am an experienced IT professional with over eight years in system administration, and technical support engineer. With Wicresoft I started as Technical Support Engineer and grew up to Senior Technical Support Engineer. At the Eritrean Mapping and Information Center, I excelled in managing a Windows Server environment and implemented significant process improvements.

## **1. Education, Training, Knowledge, and Experience in Microsoft Office 365 (M365) Administration and Applications**

### **a. Microsoft (MS) Office 365 (M365/O365) Administration:**

As a professional with a background in IT and as a Microsoft 365 Certified Administrator Expert and Senior Technical Support Engineer at Wicresoft, and, I have been responsible for administering and maintaining M365 applications, including Exchange Online, OneDrive, Teams, Intune, and Microsoft Defender. I manage user accounts, licensing, and permissions within the M365 environment, ensuring efficient access control and compliance. Utilizing the M365 admin center and PowerShell scripts, I monitor and troubleshoot services to maintain optimal performance and user satisfaction. For example, I configured Conditional Access policies to restrict access to Exchange Online, OneDrive, and Teams to only compliant devices using Intune. Additionally, I set up Data Loss Prevention (DLP) policies in Exchange Online and OneDrive to prevent sensitive information from being shared externally. I also deployed Microsoft Defender for Office 365 to monitor and mitigate email threats, implement Safe Attachments and Safe Links, and conduct automated investigations to respond to security incidents promptly. This integrated approach provided robust security, compliance, and efficient management of devices and applications within the organization. My role also involved supporting the integration of third-party services and applications within the M365 environment, ensuring seamless operations and user experience.

### **b. M365 Applications including Exchange Online, Intune, Teams, and any others:**

In my role, I have extensively worked with M365 applications such as Exchange Online, Intune, and Teams. I configured and maintained Exchange Online mailboxes, performed eDiscovery/content search, message retrieval and mailbox recovery. I implemented a retention policy in Exchange Online to meet compliance and data governance requirements. I communicated policy details to users, provided compliance guidance, and established monitoring and reporting to ensure adherence and optimize mailbox management. Additionally, my experience includes managing MS Teams' unified communication services, including deployment and management of features like eFax, auto-attendant, call queues, and video conferencing. For instance, I managed a project to administer and maintain Unified Communication services in Microsoft 365, deploying Microsoft Teams to enhance collaboration and integrate features like eFax, call queues, and video conferencing, ensuring seamless communication and operational efficiency across the organization.

## **2. Education, Training, Knowledge, and Experience in Active Directory & Azure Entra ID**

### **a. Active Directory & Azure Entra ID:**

At Wicresoft, I administered both on-premises Active Directory and Azure Entra ID. My responsibilities included user management, security groups, organizational units, and group policy objects. I have created and managed domain structures, trusts, and OU hierarchies to support organizational needs. For example, I implemented a streamlined user provisioning process in Azure Entra ID, automating account creation and role assignments.

### **b. Azure Entra ID single-sign-on (SSO) and Azure multifactor authentication (MFA):**

My experience with Azure Entra ID includes managing single-sign-on (SSO) and multifactor authentication (MFA) for secure and efficient user access. I have integrated third-party applications with Azure Entra ID, enabling seamless SSO and enforcing conditional access policies. For instance, I implemented MFA across the organization, significantly improving security by reducing unauthorized access risks while ensuring compliance with security policies.

### **c. Domain Controller Administration and Backup:**

In my previous role as a System Administrator at the Eritrean Mapping and Information Center (EMIC), I managed the deployment, configuration, and maintenance of Active Directory Domain Services (AD DS) domain controllers. I performed backups and documented recovery processes using tools like Veeam, ensuring data integrity and availability. My tasks included restoring domain controllers and managing backup infrastructures to support disaster recovery and business continuity plans. This experience provided me with a solid foundation in maintaining robust and resilient AD environments, crucial for the role at the California High-Speed Rail Authority.