

Ibrahim Neder

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SUMMARY

Cloud-focused IT professional with hands-on experience administering Azure environments, identity platforms, and endpoint infrastructure in regulated environments. Proven ability to deploy and manage cloud resources using Infrastructure as Code with Terraform, enforce identity-driven security controls, and support production systems at scale. Strong foundation in Azure administration, automation, and operational troubleshooting with growing CI/CD and DevOps exposure.

SKILLS

- **Cloud Platforms:** Microsoft Azure (Compute, Networking, IAM)
- **Infrastructure & Automation:** Terraform (IaC), PowerShell
- **Identity & Security:** Entra ID (Azure AD), RBAC, MFA, Conditional Access
- **DevOps & CI/CD:** Git, GitHub, Source Control, Automated Deployments
- **Networking:** DNS, DHCP, VPN, NSGs, routing, Firewall rules
- **OS & System:** Windows Server, macOS, Microsoft 365, Exchange, Intune
- **ITSM & Operations:** ServiceNow, Jira, ServiceDesk Pro, Incident Management

CERTIFICATIONS

Microsoft Azure Administrator - Associate (AZ-104)

December 2025

TECHNICAL PROJECTS

Cloud Portfolio Platform - Infrastructure as Code & CI/CD

- Provisioned a static portfolio platform using Azure Storage static websites fronted by Azure CDN, fully defined with Terraform.
- Implemented CI/CD with GitHub Actions, including PR-based Terraform validation and gated production applies.
- Configured Azure Monitor availability tests and alerting with Action Groups to detect and notify on outages.
- Enforced standardized resource tagging for governance, cost tracking, and lifecycle management.

Home Labs

- Jira, ServiceNow, & Windows Server exposure.

EDUCATION

University of Massachusetts Global
BS in Information Technology

Boston, MA
2025

WORK EXPERIENCE

British International School of Chicago South Loop

Chicago, IL

IT Support

October 2025 - Present

- Supported and maintained a hybrid cloud and endpoint environment for 900+ users across Windows and macOS systems.
 - Administered Microsoft Entra ID including user lifecycle management, group-based access, RBAC, MFA enforcement, and Conditional Access policies.
 - Supported pilot deployment of a Conditional Access MFA policy, including testing, documentation, end-user support, and validation prior to full rollout.
 - Managed Microsoft Intune for automated device enrollment, compliance enforcement, and secure access across 500+ managed devices.
 - Automated repetitive administrative tasks using PowerShell, reducing manual remediation time and improving consistency.
 - Diagnosed and resolved network connectivity issues including DNS, DHCP, VPN access, and firewall rules.
 - Triaged and resolved production issues via ticketing systems while meeting defined SLAs in a regulated environment.
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