RESUME

Abdisalam Abdirahman

IAM Support Analyst · Entra ID · Active Directory · Okta · CyberArk PAM

Remote · Marysville, WA

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SUMMARY

IAM support in Microsoft Entra ID and Active Directory: users, security groups, MFA and Conditional Access, and joiner/leaver offboarding. I handle access tickets: users, groups, MFA, SSO, privileged account requests, and the notes that show who approved what. I wait for approval. I give the least privilege the job needs. I will not grant access because someone asked. I know when a problem is identity and when it is network, firewall, or VPN. Hands-on labs in Entra ID, Okta, Active Directory, and CyberArk, with screenshots on GitHub.

SKILLS

Identity: Microsoft Entra ID (users, security groups, Conditional Access, MFA, What If, sign-in revocation), Active Directory (ADUC, OUs, security groups, AD DS and DNS), Okta, MFA (Okta Verify), SSO with SAML 2.0 and OpenID Connect, OAuth 2.0

Privileged access: CyberArk PAM: Vault, CPM (password rotation), PVWA (web console and REST API), PSM (session recording); dual control approval

Access work: Joiner/leaver onboarding and offboarding, group-based access, least privilege, separation of duties, access tickets, change documentation

Platforms: Windows Server 2016/2022, VMware Workstation, VirtualBox, Microsoft 365 admin center

HANDS-ON IAM LABS

Microsoft Entra IAM Operations

Live tenant lab · September 2026

github.com/salamraghe/entra-iam-lab

- Offboarded a leaver: disabled the account, revoked sessions, removed the P2 license. Test User kept access.
- Built a Conditional Access policy requiring MFA for MFA-Test-Group and confirmed it with What If.
- Tested SSO end to end with SAML (Entra SAML Toolkit) and OIDC (ID token proved in jwt.ms), both assigned by group.

Active Directory User Lifecycle Lab (Windows Server 2022)

Home lab · September 2026

github.com/salamraghe/ad-user-lifecycle

- Joiner and leaver in ADUC: created OU LabUsers, users, and security group Lab-Access-Group, added testuser, and disabled Leaver User.
- Built and promoted domain controller ADDC01 for lab.local (AD DS and DNS).

Okta SSO / MFA Lab (Okta Integrator Free)

Home lab · September 2026

github.com/salamraghe/okta-sso-mfa

- Tested SAML 2.0 SSO end to end: assertion Status Success, Issuer Okta, Audience IAMShowcase.
- Gave app access by group (SSO-App-Users) and required two factors with Okta Verify.

- Revoked access by removing the user from the group: the app tile was gone and the account stayed in place.

CyberArk PAM Lab (Self-Hosted 12.6)
Home lab · October 2026
github.com/salamraghe/cyberark-pam-lab

- Set up dual control approval so the requester is not the approver: jdoe requested, mgr1 approved (Ticket 1001), and the audit trail shows both sides.
- Built 5 Windows Server VMs (domain controller, Vault, CPM, PVWA, PSM) and onboarded Domain Admin service account svc-test into safe Lab-Admins.
- Ran a recorded PSM session to the domain controller (Tickets 1002/1003); logs show connect, window titles and disconnect.
- Troubleshot CPM password rotation and PSM connection failures until the account showed Compliant, then removed jdoe from Lab-Admins.

WORK EXPERIENCE

Security Officer (Overnight) · Oatridge Security Group
Aug 2024 – Present

- Acknowledge, investigate, and clear alarms on the overnight shift, documenting each event in the shift report.
- Monitor badge-in events and report anyone who badges in without proper access so it can be checked and fixed.
- Write separate incident reports when incidents occur, and brief the next officer at shift handoff.

Security Officer · Securitas (Amazon client site)
Aug 2019 – Aug 2024

- Verified badges for 10–20 people a day in Amazon's access control system and granted entry only to cleared personnel.
- Reported people who should not have had access and got their access revoked (report-and-revoke).
- Ran BOLO (be on the lookout) alerts so the team watched for unauthorized people.
- Wrote a DAR (daily activity report) at the end of every shift, the written record of what happened and what I reported.
- Wrote separate incident reports for security events, in addition to the daily activity report.

Sales Development Representative · HouseCall Pro
1 year · Remote

- Contacted about 50 customers a day, 5 days a week, and assessed each one's needs before recommending the best fit.
- Accessed customer accounts in HouseCall Pro's SaaS platform (signed in through Okta SSO daily) to add, update, and remove services and settings, then confirmed each change was correct.
- Resolved account issues directly with customers, working a high-volume queue by phone.
- Escalated client security issues to the security team, checked accounts, joined calls to fix, and followed up until closed.
- Handled confidential customer account data.

EDUCATION

South Seattle College — Bachelor of Science, College of Business & Computer Marketing — 2024