Abdoulie A. Jallow

Microsoft 365 & Entra ID Engineer | Azure Cloud Infrastructure

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PROFESSIONAL SUMMARY

Microsoft 365 and Entra ID engineer with 5+ years supporting enterprise tenants in global environments, including three years in Microsoft Premier Support across 50+ organizations. Strong in Exchange Online, Entra ID (Azure AD), Conditional Access, identity synchronization (Azure AD Connect, ADFS), hybrid migrations, and PowerShell automation. Led 15+ zero-downtime Exchange Online and hybrid migrations, cut identity provisioning time by 35%, and sustained 90%+ SLA compliance.

WORK EXPERIENCE

Cloud Systems Engineer
Feb 2026 – Sep 2026

Microsoft (via Upwork)

- Engineered Tier-3 solutions and resolved complex escalations across Microsoft 365 and Azure environments.
- Configured and secured Entra ID identity governance, SharePoint permissions, and Exchange Online mail-flow architecture for enterprise B2B clients.
- Maintained 90%+ SLA compliance on critical incident resolution with top-tier customer satisfaction (CSAT) scores.

Cloud Administrator & Systems Optimizer
Aug 2024 – Jan 2026

Lepton Actuarial & Consulting

- Administered multi-tier cloud infrastructure, implementing security policies and regulatory compliance frameworks.
- Designed and executed disaster recovery protocols, automated backups, and failover testing to guarantee zero data loss.
- Implemented telemetry monitoring and performance analytics with Azure Monitor, optimizing resource usage and cost.

Senior Technical Support Engineer (Premier Support)
Jun 2021 – Jul 2024

Microsoft, via Wicresoft · Shanghai, China

- Supported Exchange Online, SharePoint Online, Teams, OneDrive, and Entra ID for 50+ enterprise tenants; handled onboarding, license management, domain registration, and DNS configuration.
- Led 15+ Exchange Online and hybrid migrations with zero data loss, including on-premises to Microsoft 365 transition support.
- Troubleshot identity synchronization using Azure AD Connect and ADFS.
- Automated provisioning with PowerShell and Azure CLI, cutting identity lifecycle deployment time by 35%.
- Strengthened identity governance with Conditional Access, RBAC, and policy compliance frameworks.
- Delivered bilingual (Chinese and English) support; documented cases and followed escalations through to resolution.

EDUCATION

MSc, Applied Mathematics and Computer Science
2024 – Feb 2027 (expected)

Università degli Studi dell'Aquila, Italy

Focus: Machine Learning, Algorithm and Complex-System Optimization, ICT Security.

BSc, Aeronautical Engineering
2017 – 2021

Nanjing University of Aeronautics & Astronautics, China

Thesis: Spare parts demand forecasting via Python and MATLAB.

TECHNICAL SKILLS

Microsoft 365: Exchange Online, SharePoint Online, Teams, OneDrive, tenant onboarding, license management, DNS for Microsoft 365

Identity & Security: Entra ID (Azure AD), Azure AD Connect, ADFS, Conditional Access, MFA/SSO, RBAC, Azure B2B/B2C, Azure Sentinel, Key Vault

Automation & IaC: PowerShell, Python, Bash, Azure CLI, Terraform, Bicep, GitHub Actions

Infrastructure & Monitoring: Azure, Windows Server, Exchange Server (on-prem), TCP/IP, Linux, Azure Monitor, Log Analytics, KQL, SQL

KEY PROJECTS

Secure Collab Portal (Azure Zero Trust): collaboration platform using Conditional Access, RBAC, and identity governance across tenant boundaries.

AI-Powered Cloud Security Advisor: combines Azure Monitor/Sentinel telemetry with AI analysis to flag misconfigurations and recommend fixes.

Azure Governance & Cost Gateway: Azure Policy and Cost Management API layer for compliance and spend tracking across subscriptions.

CERTIFICATION & LANGUAGES

AZ-104 Microsoft Azure Administrator Associate – exam scheduled November 2026

Languages: English C2 | Chinese (Mandarin) B2 | Italian A2