KAMAL HOSSAIN

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Network Account Administrator

PROFESSIONAL SUMMARY

Network Account Administrator at Skadden, Arps, Slate, Meagher & Flom LLP and Cisco CCNA, with three years of enterprise account administration. Previously IT Support Technician II at USAlliance Financial and named its Tech Expert of the Year. Handles the full account lifecycle across Active Directory, Entra ID, and Exchange Online: setting up access before new hires start, processing transfers and name changes, managing group and distribution list membership, and removing access when staff leave. Detail oriented and discreet with confidential requests, comfortable balancing many priorities at once, and clear when explaining access issues to staff at every level. Uses PowerShell and Excel to bulk update and report on account data, and writes runbooks that make provisioning procedures repeatable. Cisco CCNA and CompTIA Security+, Network+, and A+ certified.

AWARDS AND RECOGNITION

Tech Expert of the Year | USAlliance Financial, presented at the credit union's 60th anniversary celebration, October 2026. Recognized for technical expertise and the day-to-day support delivered to staff across headquarters and branch locations.

SKILLS

Account Administration: Joiner / mover / leaver lifecycle (pre-start provisioning, transfers, name, title, and location changes, terminations); Active Directory users, groups, OUs, and attributes; security and distribution group membership; shared mailbox and resource access; license assignment; tracking special access requests

Identity and Access: Microsoft Entra ID, hybrid AD sync, Conditional Access, SSO and SAML integrations, group based access to applications, access reviews, LAPS, Group Policy

Exchange and Microsoft 365: Exchange Online and hybrid Exchange (mailboxes, distribution lists, mail attributes, mail flow and transport rules), Teams, SharePoint, OneDrive, Purview content search and eDiscovery, M365 admin center reporting

Reporting and Data: PowerShell for bulk account changes and CSV exports from Active Directory, Entra ID, and Exchange Online; Excel for reviewing and reconciling account lists; Entra sign-in logs; Python (foundational); Git

Support and Communication: Tier 1 and Tier 2 support for staff and branch teams in person, by phone, and remotely; explaining access issues in plain language; prioritizing urgent and executive requests; handling confidential matters with discretion; clear handoffs and follow-up

Security and Compliance: Qualys vulnerability remediation, Sophos Central with MDR, SilverSky email security analysis, DefenseStorm monitoring, phishing triage, BitLocker with AD key escrow

Endpoint and Infrastructure: Intune for Windows and macOS, Windows Autopilot, WDS imaging, Windows Server 2019 / 2022 / 2025, Proxmox VE, VMware ESXi, VLANs, DNS, DHCP, Cisco AnyConnect VPN

Platforms and Tools: HaloITSM, Fiserv DNA core banking client, PaperCut MF, Webex Control Hub, SolarWinds, Microsoft Office (Word, Excel, Outlook)

PROFESSIONAL EXPERIENCE

Skadden, Arps, Slate, Meagher & Flom LLP | White Plains, NY

Network Account Administrator Nov 2026 to Present

- Manage the network account lifecycle for joiners, movers, and leavers: create, update, and remove accounts, and process changes to status, name, and location.
- Provision network, application, and distribution list access, and handle terminations promptly and accurately.
- Troubleshoot account and group issues across Active Directory and Exchange attributes, and reconcile and report on account data in Excel.

USAlliance Financial | Rye, NY

IT Support Technician II Apr 2026 to Nov 2026

- Owned the account lifecycle for headquarters and branch staff in Active Directory, Entra ID, and Exchange Online: provisioned accounts ahead of start dates, processed transfers and name or title changes, and removed access promptly for departing employees.
- Managed security and distribution group membership, shared mailbox permissions, and license assignment so staff have the right access to applications, mail, and network resources from their first day.

- Audited Conditional Access licensing coverage across the tenant and identified 158 unlicensed in scope identities; bucketed them by account type, removed stale accounts, and built a five phase remediation plan enforcing a standard of P1 licensed or sign in blocked.
- Troubleshot account and access issues including sign in failures, Conditional Access blocks, and SSO problems; deployed the Microsoft Enterprise SSO extension via Intune to fix Entra device identity failures on executive Mac endpoints, and traced a recurring SSO session issue to an application side setting rather than the identity provider.
- Administered the Microsoft 365 tenant for a regulated credit union, covering Exchange Online mail flow and hybrid sync, Teams, SharePoint, and Purview content search and email purge operations for confidential compliance requests.
- Delivered a macOS BYOD rollout in Intune from scratch, including compliance policy, a configuration profile enforcing FileVault, firewall, and Gatekeeper, Conditional Access enforcement, and end user enrollment documentation.
- Remediated vulnerabilities across the endpoint and server fleet with Qualys, and analyzed quarantined mail in SilverSky, producing evidence artifacts for DefenseStorm compliance tasks.
- Wrote and maintained IT runbooks and process documentation so account and support procedures are repeatable by any technician on the team.
- Built a production Windows Deployment Services imaging server on Windows Server 2025 for the Lenovo fleet, with per model install images, driver groups, and an unattended answer file.
- Selected for a formal networking development track: shadowed the network engineering team on Cisco firewall policy, switch and VLAN changes, Webex Control Hub provisioning, and after hours maintenance windows.

IT Support Technician I Jul 2023 to Apr 2026

- Supported Active Directory and Microsoft 365 account administration for onboarding, transfers, and terminations, including group membership, mailbox setup, and password and lockout resets.
- Served as a first point of contact for staff across headquarters and branch locations, resolving Tier 1 and Tier 2 issues in HaloITSM and meeting response and resolution targets in a fast-paced, regulated environment.
- Escalated to systems and networking engineers with clear reproduction steps and log evidence, which shortened resolution time on recurring issues.
- Imaged, configured, and deployed Windows laptops and desktops, including domain join, application installs, encryption, and asset records.
- Troubleshot branch kiosk systems, printers, conference room AV, and Fiserv DNA core banking client issues, prioritizing problems that affected member-facing service.

SELF HOSTED INFRASTRUCTURE LAB

Four node Proxmox VE cluster with Proxmox Backup Server, used to practice enterprise identity and infrastructure administration.

- Active Directory forest on Windows Server 2025 with redundant domain controllers, structured OUs and security groups, Group Policy, DNS, DHCP, file services, and WSUS.
- Two tier Active Directory Certificate Services PKI (offline root, online issuing CA) issuing certificates to servers, hypervisors, and mobile devices.
- Privileged access controls: LAPS, BitLocker with AD key escrow, and a privileged access workstation restricted by an authentication policy silo.
- VLAN segmented UniFi network with firewall rules between zones and a WireGuard remote access VPN.
- Wazuh SIEM monitoring 12 agents across Windows and Linux hosts, plus Zabbix and Uptime Kuma for availability monitoring.
- CCNA study lab built on Containerlab and FRR with a Python state checker that grades live device configuration against exam objectives.

CERTIFICATIONS

Cisco CCNA (200-301), November 2026 | CompTIA Security+ | CompTIA Network+ | CompTIA A+

In progress: CompTIA Linux+ (XK0-006)

EDUCATION

Associate Degree, Accounting | Westchester Community College, Valhalla, NY