

ELIE NZWEME

Technical Support Specialist | Microsoft 365 & Endpoint Support

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PROFESSIONAL SUMMARY

Technical support professional with several years of experience resolving Windows, Microsoft 365, and network connectivity issues for enterprise end users, backed by hands-on Active Directory and Entra ID administration and a growing cybersecurity/IAM skill set.

TECHNICAL SKILLS

Support & Endpoint: Windows 10/11 • Microsoft 365 • Intune • Teams/Outlook • VPN • Printer Deployment • Hardware Lifecycle

Networking: TCP/IP • VLANs • VPN • DNS • DHCP • SMB • AD Sites & Services

Cloud: Azure • Microsoft 365 • AWS • Identity Federation (SAML/OIDC/OAuth)

Systems: Windows Server • Windows 10/11 • Linux • VMware • Hyper-V • DNS • DHCP • File Services • PowerShell • Bash

Identity & Access Mgmt: Active Directory • Entra ID • RBAC • MFA • SSO • JML • LDAP • Kerberos • Group Policy • LAPS • SailPoint (learning)

PROFESSIONAL EXPERIENCE

Technical Support Specialist — Kahala Management (MTY Food Group), Scottsdale, AZ

May 2026 – Present

- Manage Microsoft 365, Active Directory, Entra ID, and Intune for end-user and device support.
- Resolve Windows 10/11 issues, support VPN connectivity, and troubleshoot Microsoft Teams and Outlook.
- Handle printer deployments, TPM troubleshooting, hardware lifecycle management, and user account administration.

IT Intern / Team Lead — TechCharities, Salt Lake City, UT

Apr 2025 – Aug 2025

- Led a team of IT interns providing device imaging, deployment, and end-user support for program participants.

IT & Customer Support — Movate (Sony account), Remote

Mar 2024 – Aug 2025

- Delivered technical and customer support for a high-volume enterprise account, resolving hardware, software, and connectivity issues via ticketing systems.

Technical Support Specialist — Willman Services, Kinshasa, DRC

Oct 2019 – Dec 2022

- Provided desktop and endpoint support, account administration, and hardware maintenance across a distributed user base.

Implementation Specialist – IAM & Identity Operations — Paychex, Remote

Nov 2025 – May 2026

- Supported identity provisioning and access requests for enterprise clients.

FEATURED PROJECTS

IT Asset Recycling & Scanner Automation Toolkit

PowerShell | Barcode/QR Scanning | CSV Inventory | Audit Logging

- Built a PowerShell-based IT asset recycling automation toolkit covering asset intake, serial number capture, and duplicate detection.
- Automated lifecycle status tracking, destruction documentation, and audit logging with barcode/QR scanning and CSV-based inventory.

Enterprise Identity & Endpoint Management Lab

Active Directory | GPO | Windows LAPS | Microsoft Defender | File Server Permissions

- Designed Active Directory OU structure, Group Policy Objects, and Windows LAPS deployment for a simulated enterprise domain.
- Hardened endpoint security with Microsoft Defender configuration and centralized file server permission auditing.
- Implemented least-privilege access controls across shared network resources.

Active Directory Identity Lifecycle & Access Management Automation Toolkit

PowerShell | Active Directory | RBAC | Group Policy | LAPS | Splunk | Jira

- Built a PowerShell-based IAM automation toolkit for Active Directory covering user provisioning, deprovisioning, account recovery, and end-to-end Joiner-Mover-Leaver lifecycle workflows.
- Automated OU management, RBAC group assignment, and bulk identity operations to reduce manual identity administration effort.
- Implemented inactive account detection, password compliance reporting, and duplicate identity detection with integrated Splunk monitoring and Jira ticketing, plus file server access auditing.

CERTIFICATIONS

CompTIA Network+ • Microsoft AZ-900 • Microsoft AI-900 • CompTIA Security+ • Microsoft SC-300 • CompTIA CySA+ • CompTIA CSAP (Stackable) • Microsoft SC-200 • Microsoft AZ-104 • AWS Certified Cloud Practitioner • Splunk Core Certified Power User

EDUCATION

Bachelor of Applied Science, Information Technology (Systems Administration) — Ensign College	<i>Feb 2026</i>
Associate of Applied Science, Information Technology	<i>Aug 2025</i>