

Ngsnet Hawarya

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PROFESSIONAL SUMMARY

IT and cybersecurity professional with advanced hands-on experience in Microsoft Entra ID, Microsoft 365 administration, Intune, Exchange Online, and hybrid identity environments. Specializes in Identity and Access Management (IAM), authentication, Single Sign-On (SSO), Conditional Access, Multi-Factor Authentication (MFA), and secure user lifecycle governance. Experienced with SAML 2.0, OAuth 2.0, and OpenID Connect, with a demonstrated record of improving identity security posture across cloud and on-premises systems. Known for clear communication, analytical problem-solving, and delivering secure, compliant IAM solutions in operational environments.

PROFESSIONAL EXPERIENCE

Project for Pride in Living (PPL) – Minneapolis, MN

Technical Support Specialist / November 2023 – Present

- Install, configure, and support office hardware and network equipment for new and existing commercial buildings, including troubleshooting network and technology-related issues.
- Monitor, scan, and respond to phishing emails and other security threats, supporting incident prevention and ongoing user security awareness.
- Train and support employees on organizational IT security, data usage, and equipment use policies, including targeted remediation training for users who fail phishing simulations.
- Perform employee onboarding and offboarding by provisioning full system access for new hires and promptly terminating access when required.
- Monitor and manage organizational IT devices, including laptops and iPhones, using Microsoft Intune, IT Glue, and NinjaOne to ensure device security, compliance, and risk reduction.
- Administer Microsoft Entra ID, Intune, and Microsoft 365 to manage authentication, user lifecycle processes, and compliance controls across the organization.
- Deploy, monitor, and maintain MFA, Conditional Access policies, Single Sign-On (SSO), and secure access controls.
- Support Exchange Online administration, including mailbox configuration, transport rules, and email security controls.
- Perform access reviews, role-based access control (RBAC) adjustments, and identity governance tasks.
- Troubleshoot complex authentication issues involving SSO, MFA, and hybrid identity integrations.
- Document IAM workflows, security procedures, and technical cases in IT Glue.
- Collaborate with cybersecurity and IT teams to strengthen identity protection and reduce phishing-related risks.

G4S Secure Solutions USA – Minneapolis, MN

IT Support Specialist / October 2014 – November 2021

- Administered Microsoft 365, Exchange, and Active Directory identities for enterprise users.
- Provided technical support for user access, email, software, hardware, and network-related issues.
- Created, modified, and disabled user accounts, and performed password resets in accordance with security policies.

- Configured and deployed desktop computers, laptops, and mobile devices.
- Installed, updated, and maintained operating systems and enterprise applications.
- Troubleshoot technical issues, documented resolutions, and escalated complex problems when required.
- Supported VPN connectivity, secure remote access, and authentication configurations.
- Managed Active Directory security groups, distribution lists, and IAM workflows for onboarding and offboarding.
- Assisted with Microsoft 365 security policies, email filtering, and compliance enforcement.
- Resolved domain authentication issues, MFA failures, and account synchronization problems.
- Installed, configured, and maintained ExactVision and NVR3 security camera systems.

Eri General Trading, LLC – Moscow, Russia

Lead Production Support / January 2009 – October 2013

- Designed and managed IT infrastructure and user authentication procedures.
- Implemented cybersecurity and access control policies across multiple business units.
- Led IT modernization initiatives focused on identity governance and system reliability.
- Automated monitoring and incident response workflows to reduce downtime and security risk.

EDUCATION & CERTIFICATIONS

- Master of Science in Cybersecurity (Expected 2026) – Saint Mary's University of Minnesota
- Graduate Certificate in Technology Management (2025) – Saint Mary's University of Minnesota
- Bachelor of Arts in Political Science & International Relations – Asmara University, Eritrea
- Cloud Network+ Networking Course (2024)
- Crisis Intervention Certification – Hennepin County Sheriff's Office
- Relevant Coursework: Ethical Hacking, Network Security, Python, Cloud Architecture, Foundations of Cybersecurity

TECHNICAL SKILLS

- IAM & Administration: Microsoft Entra ID, Active Directory, Hybrid Identity, MFA, SSO, Intune, Exchange Online, RBAC, Conditional Access
- Protocols & Integrations: SAML 2.0, OAuth 2.0, OpenID Connect, REST APIs, JSON, XML
- Cloud & Virtualization: Azure, AWS, GCP, VMware, Hyper-V
- Networking & Security: DNS, DHCP, VPN, Group Policy, Firewalls, Backup and Disaster Recovery, Zero Trust
- Automation & Tools: PowerShell, Python, NinjaOne, IT Glue, Power BI, SQL, Tableau