TAMEM (TOM) JALALLAR

SYSTEMS ADMINISTRATOR | IDENTITY, ENDPOINT & AUTOMATION

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PROFESSIONAL PROFILE

Systems Administrator and Technical Lead with 8+ years of enterprise experience across identity, endpoint management, automation, executive support, and live-event operations. Builds secure, repeatable systems that reduce administrative friction, improve operational consistency, and give teams clearer paths from request to resolution across Windows and macOS environments.

CORE EXPERTISE

Identity & access Okta, Entra ID, Active Directory, SSO, MFA, lifecycle management, access reviews	**Endpoint operations** Intune, Iru, Kandji, Jamf, Apple Business Manager, Windows, macOS	**Automation & support** PowerShell, Microsoft Graph, ServiceNow, reporting, executive support, AV operations

PROFESSIONAL EXPERIENCE

urbanXtracts | Systems Administrator

Jan 2026 - Present

Systems administration, AI platform administration, access, and operational enablement for a growing organization.

- Created and configured the company Claude organization, including its managed workspace, administrative foundation, and reusable onboarding documentation.
- Support day-to-day systems, accounts, permissions, and technical operations while establishing clearer ownership across core business platforms.
- Build repeatable account, access, and support workflows that replace ad hoc administration with documented operating practices.
- Translate business needs into practical technical changes, concise guidance, and dependable support for a growing team.

WPP | IT Systems Administrator

Sep 2018 - Present

Enterprise identity, endpoint, automation, incident, and executive support across Windows and macOS.

- Administer identity and access lifecycles across Okta, Entra ID, and Active Directory, including SSO, MFA, onboarding, offboarding, and access-review workflows.
- Manage Windows and macOS provisioning, policy, compliance, and application delivery through Intune, Iru, Kandji, Jamf, and Apple Business Manager.
- Build PowerShell and Microsoft Graph workflows that reduce repetitive administration and produce more consistent operational reporting.
- Own high-impact incidents and executive escalations, coordinating resolver groups and communicating clearly through resolution.
- Maintain runbooks and knowledge resources that make common support paths easier to follow, repeat, and hand off.

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Ogilvy | AV & VIP Support

Sep 2018 - Present

White-glove executive, conference-room, hybrid-meeting, and live-event support.

- Deliver high-touch support for leadership sessions, town halls, board meetings, client meetings, and hybrid events.
- Standardize room-readiness checks, equipment preparation, spares, and rapid-reset workflows for more predictable event delivery.
- Act as a calm escalation point during high-visibility meetings, balancing technical recovery with concise stakeholder communication.
- Coordinate vendors and maintain practical checklists and runbooks that improve handoffs before, during, and after events.

SELECTED WORKPLACE PROJECTS

Claude Organization & AI Enablement

Claude administration | AI governance | Onboarding

Established a company-managed Claude organization with a structured administrative setup, managed workspace, and documented onboarding foundation.

- Operational value: More consistent workspace ownership and a reusable path for team adoption.

Access & User Audit Automation

PowerShell | Active Directory | Reporting

Built a repeatable identity-review workflow that converts directory data into clearer account, group-membership, and exception reporting.

- Operational value: Less repeated data gathering and more consistent access-review output.

Compliance Kiosk App for macOS

SwiftUI | macOS | Workflow design

Designed a focused self-service workflow that guides users from device-readiness checks to remediation actions and a repeatable support handoff.

- Operational value: A clearer employee path and less dependence on scattered instructions.

TECHNICAL PROFICIENCY

Identity: Okta, Microsoft Entra ID, Active Directory, OneLogin, SSO, MFA, Conditional Access, access reviews
Endpoint: Microsoft Intune, Iru, Kandji, Jamf, Apple Business Manager, Windows 10/11, macOS, FileVault, BitLocker
Automation & cloud: PowerShell, Microsoft Graph, workflow automation, GitHub, Azure, AWS, Microsoft 365, Google Workspace
Operations: ServiceNow, incident response, executive support, AV systems, conference rooms, documentation, vendor coordination
AI platforms: Claude, ChatGPT, Microsoft Copilot, Gemini, Perplexity, Midjourney, Adobe generative AI

CERTIFICATIONS

AWS Certified Cloud Practitioner | AWS SysOps Administrator - Associate | Okta Certified Administrator | Okta Certified Professional | Microsoft 365 Fundamentals (MS-900) | Microsoft Azure Fundamentals (AZ-900)

EDUCATION

Seton Hall University **May 2018**

Bachelor's degree - Dual major in Marketing and Economics