

Abdeladim Kaoukab

Cloud Systems Administrator — Microsoft 365, Entra ID & Enterprise AI Platforms

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SUMMARY

I help organizations run Microsoft 365 and enterprise AI platforms that are secure, well governed and cost-effective.

As a Microsoft 365 and Entra ID administrator at a managed service provider, I manage and coordinate files for several client organizations at once across the Microsoft 365 ecosystem: Teams, SharePoint, OneDrive, Outlook, Exchange Online and Entra ID. I bridge technical teams, vendors, managers and business stakeholders: I analyze needs, explain technical issues in plain language and move complex files forward to resolution. I support governance, change management and digital transformation: identity and access management, Conditional Access and MFA, configuration standardization, migrations to Exchange Online and OneDrive, and enterprise AI adoption (Microsoft 365 Copilot, ChatGPT Business, Claude Team) with SSO, group-based access and license management. I also automate recurring administration with PowerShell, Microsoft Graph and Power Automate.

SKILLS

Identity & Access	Microsoft Entra ID · SSO · Conditional Access · MFA · Azure RBAC · Active Directory
Enterprise AI	Microsoft 365 Copilot · ChatGPT Business · Claude Team · License management
Microsoft 365	Exchange Online · SharePoint · OneDrive · Teams · Intune
Cloud	Microsoft Azure · Networking · Storage
M365 Governance & Change Management	Entra ID identity & access management · Conditional Access & MFA · Security & compliance policies · Intune policy deployment · M365 configuration standardization · User support through migrations & technology change
Automation & Integration	PowerShell · Microsoft Graph · REST APIs · Webhooks · Power Automate · Git

EXPERIENCE

Cloud Systems Administrator — STO Solutions Affaires (Centre d'ordinateurs STO), Québec, Canada Nov 2025 – Present
Management and coordination of Microsoft 365 files for multiple client environments: Entra ID, Exchange Online, SharePoint, OneDrive, Teams and Intune.

- Coordination of Microsoft 365 projects and changes involving clients, technical teams and vendors
- Administration and security of Microsoft 365 and Entra ID environments
- Planning and delivery of Microsoft 365 migrations, including mail and data to Exchange Online and OneDrive
- Analysis, planning and deployment of Conditional Access, MFA and Intune policies across multiple client environments, in coordination with technical and operational stakeholders
- Enterprise AI platform integration and administration (Microsoft 365 Copilot, ChatGPT Business, Claude Team): SSO through Entra ID enterprise applications, group-based access and licensing
- REST API & webhook integrations (NinjaOne, Field Effect, Acronis, Palisade)
- Client needs analysis and explaining technical issues to non-technical stakeholders
- Documentation, follow-up and coordination of technical files and Level 2/3 incidents (with the SOC) through to resolution
- Process automation with PowerShell, Microsoft Graph and Power Automate

IT System Administrator — MNP, Québec, Canada Jul 2024 – Oct 2025

- Microsoft 365 tenant administration (Exchange Online, SharePoint, Teams)
- Entra ID identity lifecycle, MFA and Conditional Access
- PowerShell provisioning automation with Git
- Azure resource support
- Level 2/3 escalations
- Standard operating procedures (SOPs)

IT Specialist — Deloitte, Québec, Canada Feb 2024 – Aug 2024

Entra ID administration · Azure RBAC with least-privilege principles · Active Directory administration · Level 2 support

IT System Administrator — Yource Group, Morocco	Feb 2022 – Feb 2024
Microsoft 365 and Active Directory administration: users, groups, licenses and mailboxes · Employee onboarding and offboarding: accounts, access rights and equipment · Workstation deployment, updates and configuration management · PowerShell scripts for recurring administration tasks · Level 2 incident resolution and escalation to vendors · Documentation of procedures and configurations	
IT Support Specialist — Yource Group, Morocco	Nov 2020 – Feb 2022
Level 1/2 support by phone, email and ticketing system · Troubleshooting Windows workstations, Microsoft 365 apps and peripherals · Account and access requests: password resets, MFA and permissions · Setup of workstations and accounts for new employees · Ticket documentation and knowledge base articles	
Customer Support Advisor — ADM Value, Morocco	May 2019 – Oct 2020
Customer support by phone, email and chat · Diagnosing and resolving customer issues, aiming for first-contact resolution · Accurate case logging and follow-up in the CRM · Escalating complex cases to the right team	

SELECTED PROJECTS

Automated Identity & Temporary Travel Access Governance Engine	Mar 2026
Result: Travel access requests processed in under 60 seconds instead of 30 minutes; manual configuration errors removed.	
PowerShell · Microsoft Graph · Entra ID · Conditional Access	
Unified Multi-Vendor ITSM & SOC Incident Integration Hub	May 2026 – Present
Result: 75% faster mean time to acknowledge security incidents; four consoles consolidated into one workflow.	
REST API · Webhooks · JSON · NinjaOne	
Intune & Entra ID Security Policy Governance Suite	Jan 2026
Result: Faster tenant onboarding and consistent security baselines.	
PowerShell · Microsoft Graph · Intune · Entra ID	
Legacy LOB Application Deployment Automation Framework	Jun 2025
Result: 60% faster endpoint onboarding; 99% first-time deployment success.	
PowerShell · Git	
Enterprise AI Platform Deployment	Nov 2025 – Present
Result: Employees sign in to their AI assistants with their existing Entra ID accounts; access and licenses are managed by group, and connection issues are traced through sign-in and audit logs.	
Entra ID · SSO · Microsoft 365 Copilot · ChatGPT Business · Claude Team	

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104) — Microsoft	Jul 2026
Get started with identities and access using Microsoft Entra — Microsoft	Jul 2026
Secure storage for Azure Files and Azure Blob Storage — Microsoft	Jul 2026
Create and manage automated processes using Power Automate — Microsoft	Jun 2026
Configure secure access to your workloads using Azure networking — Microsoft	Jun 2026
AI Skills Fest 2026 — Microsoft	Jun 2026
Microsoft 365 Lighthouse for MSPs — Technologia Formation - Conseil	May 2026
Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) — Microsoft	Dec 2024
Microsoft Certified: Azure Fundamentals (AZ-900) — Microsoft	Dec 2024
Microsoft 365 Certified: Fundamentals (MS-900) — Microsoft	Jul 2024

EDUCATION

AEC, Administration and Security of Information Systems — Cégep Limoilou	2025 – 2027 (in progress)
Diploma, Public Works / Civil Engineering Technology — OFPPT	2015 – 2017