

Abdoulie A. Jallow

Microsoft 365 & Entra ID Engineer | Azure Cloud Infrastructure

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PROFESSIONAL SUMMARY

Microsoft 365 and Entra ID engineer with 5+ years supporting enterprise tenants in global environments, including three years in Microsoft Premier Support across 50+ organizations. Strong in Exchange Online, Entra ID (Azure AD), Conditional Access, identity synchronization (Azure AD Connect, ADFS), hybrid migrations, and PowerShell automation. Led 15+ zero-downtime Exchange Online and hybrid migrations, cut identity provisioning time by 35%, and sustains 90%+ SLA compliance. Fluent in English, working Mandarin (B2), basic Italian (A2).

WORK EXPERIENCE

Cloud Systems Engineer Feb 2026 – Present
Microsoft (via Upwork)

- Engineer Tier-3 solutions and resolve complex escalations across Microsoft 365 and Azure environments.
- Configure and secure Entra ID identity governance, SharePoint permissions, and Exchange Online mail-flow architecture for enterprise B2B clients.
- Maintain 90%+ SLA compliance on critical incident resolution with top-tier customer satisfaction (CSAT) scores.

Cloud Administrator & Systems Optimizer Aug 2024 – Jan 2026
Lepton Actuarial & Consulting

- Administered multi-tier cloud infrastructure, implementing security policies and regulatory compliance frameworks.
- Designed and executed disaster recovery protocols, automated backups, and failover testing to guarantee zero data loss.
- Implemented telemetry monitoring and performance analytics with Azure Monitor, optimizing resource usage and cost.

Senior Technical Support Engineer (Premier Support) Jun 2021 – Jul 2024
Microsoft, via Wicresoft · Shanghai, China

- Supported Exchange Online, SharePoint Online, Teams, OneDrive, and Entra ID for 50+ enterprise tenants; handled onboarding, license management, domain registration, and DNS configuration.
- Led 15+ Exchange Online and hybrid migrations with zero data loss, including on-premises to Microsoft 365 transition support.
- Troubleshoot identity synchronization using Azure AD Connect and ADFS.
- Automated provisioning with PowerShell and Azure CLI, cutting identity lifecycle deployment time by 35%.
- Strengthened identity governance with Conditional Access, RBAC, and policy compliance frameworks.
- Delivered bilingual (Chinese and English) support; documented cases and followed escalations through to resolution, collaborating with team leads in workshops, pilots, and process updates.

EDUCATION

MSc, Applied Mathematics and Computer Science 2024 – Dec 2026 (expected)
Università degli Studi dell'Aquila, Italy

Focus: Machine Learning, Algorithm and Complex-System Optimization, ICT Security.

BSc, Aeronautical Engineering 2017 – 2021
Nanjing University of Aeronautics & Astronautics, China

Thesis: Spare parts demand forecasting via Python and MATLAB.

TECHNICAL SKILLS

Microsoft 365: Exchange Online, SharePoint Online, Teams, OneDrive, tenant onboarding, license management, DNS for Microsoft 365
Identity & Security: Entra ID (Azure AD), Azure AD Connect, ADFS, Conditional Access, MFA/SSO, RBAC, Azure B2B/B2C, Azure Sentinel, Key Vault
Automation & IaC: PowerShell, Python, Bash, Azure CLI, Terraform, Bicep, GitHub Actions
Infrastructure & Monitoring: Azure, Windows Server, Exchange Server (on-prem), TCP/IP, Linux, Azure Monitor, Log Analytics, KQL, SQL

KEY PROJECTS

Secure Collab Portal (Azure Zero Trust): collaboration platform using Conditional Access, RBAC, and identity governance across tenant boundaries.
AI-Powered Cloud Security Advisor: combines Azure Monitor/Sentinel telemetry with AI analysis to flag misconfigurations and recommend fixes.
Azure Governance & Cost Gateway: Azure Policy and Cost Management API layer for compliance and spend tracking across subscriptions.

CERTIFICATIONS

AZ-104 Microsoft Azure Administrator Associate – exam scheduled November 2026

LANGUAGES

English – native (C2) | Chinese (Mandarin) – B2 | Italian – A2