

TAMEM (TOM) JALALLAR

Senior IT Systems Administrator | Endpoint, Identity & Automation Engineer
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PROFESSIONAL SUMMARY

Senior IT Systems Administrator and Technical Lead with 6+ years of enterprise experience supporting executive leadership and large-scale environments. Specialized in identity & access management (IAM), endpoint management, and automation across Windows and macOS ecosystems. Proven record of reducing operational overhead, improving compliance, and serving as a trusted escalation point for high-impact incidents in regulated enterprise environments.

CORE SKILLS & TECHNOLOGIES

Identity & Access Management: Okta, Entra ID (Azure AD), Conditional Access, MFA

Endpoint Management: Intune, Kandji, Jamf, Apple Business Manager (ABM)

Automation & Scripting: PowerShell, workflow automation, compliance scripts

Enterprise Platforms: ServiceNow (ITSM), Microsoft 365, Azure

Operating Systems: Windows 10/11, macOS (Apple Silicon & Intel)

Executive & AV Support: VIP escalation, town halls, leadership events

Security & Compliance: Access audits, least privilege, SOX-aligned workflows

EDUCATION

Seton Hall University - Bachelor's Degree

Economics (College of Arts & Sciences)

Marketing (Stillman School of Business)

Graduated May 2018 | GPA: 3.12

CERTIFICATIONS

AWS Certified Cloud Practitioner

AWS SysOps Administrator – Associate

Okta Certified Administrator

Okta Certified Professional

Microsoft 365 Fundamentals (MS-900)

Azure Fundamentals (AZ-900)

CPR / AED / First Aid

PROFESSIONAL EXPERIENCE

WPP / Ogilvy

IT Systems Administrator

September 2018 – Present

- Primary escalation point supporting 1000+ enterprise users including executive leadership
- Administer Okta and Entra ID environments supporting SSO, MFA, lifecycle management, and access audits
- Manage 1000+ Windows and macOS endpoints using Intune, Kandji, Jamf, and ABM
- Designed automated onboarding/offboarding workflows reducing manual provisioning time by ~40%
- Built PowerShell automation reducing repetitive IT tasks and improving compliance reporting
- Led AV and IT production for executive town halls and large-scale corporate events, board meetings, and client meetings.
- Managed ServiceNow queues and resolver groups; improved SLA adherence and escalation handling
- Mentored junior engineers and standardized documentation and troubleshooting processes

Apple Spice Junction

Sales Manager

September 2017 – July 2018

- Managed CRM database of 10,000+ customer records
- Increased eCommerce repeat sales through targeted email campaigns and marketing operations
- Supported customer engagement, fulfillment, and reporting