

ADAM BIN RAHMAT

Cloud & Systems Engineer (Azure | Windows Server | M365)

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PROFESSIONAL SUMMARY

Microsoft 365 & Cloud Engineer with 7+ years of experience specialising in Microsoft 365 platform administration, Entra ID (Azure AD), and hybrid identity environments. Proven expertise in Exchange Online, SharePoint, OneDrive, and endpoint management using Intune.

Experienced in handling Level 2/3 escalations, troubleshooting complex platform issues, and implementing security controls including Conditional Access, MFA, and RBAC. Strong focus on standardisation, governance, and improving user adoption across M365 services in multi-region environments.

Adept at working in global teams, supporting enterprise users, and aligning M365 solutions with business and security requirements.

CORE SKILLS

Microsoft 365 Platform & Services

- Exchange Online (mail flow, mailbox management, troubleshooting)
- SharePoint Online & OneDrive (permissions, access issues, admin tasks)
- Microsoft Teams (user management, policies, collaboration tools)
- M365 Administration & Licensing

Identity & Security

- Microsoft Entra ID (Users, Groups, RBAC, Hybrid Identity)
- Conditional Access, MFA, Identity Protection
- Microsoft Defender (Endpoint, Cloud basics)
- Compliance & Governance (basic exposure)

Endpoint & Device Management

- Microsoft Intune (compliance, configuration profiles, Autopilot)
- Device lifecycle & endpoint security

M365 Operations & Support

- L2/L3 Troubleshooting & Escalation handling
- Incident management, RCA
- PowerShell for M365 administration
- Service optimisation & user adoption

Infrastructure

- Windows Server, AD DS, DNS, DHCP
- Hybrid environment integration

KEY ACHIEVEMENT

- Hybrid cloud access: Enabled secure remote connectivity using Azure VPN Gateway and improved identity-based access controls, reducing remote access issues and increasing overall user uptime.
- Identity & security hardening: Strengthened governance with Entra ID RBAC, MFA, Conditional Access, and device compliance policies, supporting audit readiness and improving security posture across the environment.
- Resolved 500+ M365-related incidents across identity, access, and collaboration services, improving system reliability and user experience
- Reduced recurring support issues through root cause analysis and implementation of standardised solutions
- Strengthened M365 security posture through enforcement of MFA, Conditional Access, and least privilege access

PROFESSIONAL EXPERIENCE

Cloud Infra Engineer
AvePoint Malaysia Sdn Bhd.

Jan 2026 – Present

- Implemented system hardening for both Windows Server and Linux environments based on CIS (Center for Internet Security) benchmarks, improving security posture and compliance readiness
- Applied security baselines including OS configuration policies, audit controls, service restrictions, and vulnerability mitigation aligned with enterprise standards
- Supported SharePoint environment modernisation, working with legacy SharePoint 2010 and contributing to upgrade planning and validation toward SharePoint Server 2019 / SharePoint Subscription Edition
- Assisted in SharePoint environment preparation including infrastructure validation, compatibility checks, and configuration alignment for upgrade readiness
- Performed troubleshooting and validation across SharePoint environments including authentication, access, and service-related components
- Collaborated with senior engineers to ensure secure and stable platform configuration aligned with enterprise architecture and best practices
- Supported SharePoint platform operations and upgrade activities, ensuring service availability, access integrity, and alignment with enterprise standards

Senior IT Executive
Algo Forest Sdn Bhd.

Nov 2023 – Dec 2025

- Administered Microsoft 365 environment including Exchange Online, OneDrive, SharePoint, and Teams for multi-region users (MY & HK)
- Managed Microsoft Entra ID including user lifecycle, RBAC, MFA, and Conditional Access policies to strengthen identity security
- Handled Level 2/3 escalations involving mailbox access, OneDrive permission issues, authentication failures, and device compliance issues
- Managed Intune for device compliance, configuration profiles, update policies, and Autopilot onboarding
- Troubleshot complex M365 issues including access inconsistencies, sync problems, and service disruptions across cloud and hybrid environments
- Collaborated with internal teams to improve M365 service adoption, standardisation, and governance practices
- Developed PowerShell scripts to automate administrative tasks, reporting, and user operations
- Created SOPs, runbooks, and knowledge base documentation to improve operational efficiency and reduce recurring incidents
- Acted as escalation point for complex M365 issues, working closely with users and stakeholders to identify root cause and implement long-term solutions
- Managed Exchange Online mailboxes, mail flow, and troubleshooting (delivery issues, permissions, shared mailboxes)
- Contributed to standardisation of M365 configurations and governance practices across users and services

RMA Team Lead, Field Support Engineer
Rentwise Sdn Bhd.

Sep 2022 – Nov 2023

- Led a team of five; scheduled field work, met SLAs, and prioritized incident queues.
- Performed hardware failure analysis and remediation, reducing repeat RMA rates.
- Delivered enterprise support for Windows/Office 365, identity, and network issues, documented fixes and improved SOPs.
- Supported hybrid identity and access rollouts and contributed to endpoint security uplift with Defender for Endpoint.

IT Assistant Manager, Retail & Technical Operations
Idealtech Sdn Bhd.

Oct 2019 – Sep 2022

- Streamlined device provisioning and first-time setup to reduce post-sale support.
- Trained staff on service standards and technical troubleshooting; improved customer satisfaction.
- Managed store operations (POS, inventory, returns) with strong process adherence.

PROJECT EXPERIENCE

M365 Adhoc projects — 2020-2024

- Resolved 500+ M365-related incidents including identity, access, and collaboration issues, improving system reliability and user experience
- Reduced recurring support issues through root cause analysis and implementation of standardised solutions
- Strengthened M365 security posture through enforcement of MFA, Conditional Access, and least privilege access

M365 & Identity Governance Implementation — 2023

- Implemented Conditional Access, MFA, and RBAC policies to enhance security posture
- Standardised identity and access controls across users and devices
- Improved audit readiness and reduced security risks

M365 Operational Readiness & User Adoption — 2023

- Delivered internal training on Microsoft 365 tools and identity management
- Improved user adoption and reduced support tickets through structured guidance

PROFESSIONAL CERTIFICATION

Microsoft Certified: Azure Administrator Associate	2025 & 2024
Microsoft Certified: Azure Security Engineer Associate	2025 & 2024
Microsoft Certified: Azure Solutions Architect Expert	2025 & 2024

EDUCATION

Bachelor of Science with Honors Universiti Sains Malaysia (USM)	2016
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TRAINING

- **AWS re/Start Program**, World Education Placement Services (2025)
- **Digital Leadership Course**, PEOPLElogy (2024)
- **Introduction to Cybersecurity Tools & Cyber Attacks**, Coursera (2023)
- **Technical Support Fundamentals**, Coursera (2023)
- **Foundations of Cybersecurity**, Coursera (2023)

ADDITIONAL SKILL

- **Cloud Infrastructure:** MS Azure, Microsoft 365 Admin Center, Exchange Admin Center, SharePoint Admin Center, Entra ID Portal, Intune Endpoint Manager, PowerShell (M365/Azure)
- **Virtualization & Infrastructure:** VMware, Hyper-V, AD DS, Group Policy Management
- **Operating Systems:** MS Windows Server, MS Windows 10/11
- **Tools:** Freshdesk, Azure Portal/CLI/PowerShell, Log Analytics
- **Language Proficiency:** English, Malay, Chinese