

Kanaan Wray

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TECHNICAL SKILLS

Cloud Platforms: Azure (VMs, Storage, Azure Monitor, IAM), Entra ID, AWS EC2 (Basic exposure), Microsoft 365 admin

Endpoint Management: Microsoft Intune, Windows Autopilot, Compliance Policies, Configuration Profiles, App Packaging and Deployment, Jamf, Google Workspace Admin

Infrastructure: Windows Server, Active Directory, Group Policy, WSUS, VMware vSphere / ESXi, DNS, DHCP, VPN, Azure Virtual networks

Identity & Access Management: Okta, SAML / SSO configuration, MFA policy management, RBAC, Least-privilege enforcement, Identity Lifecycle Management, Zero Trust, Conditional Access

Security & Compliance: Microsoft Defender, Nessus, Veeam Backup, SOC 2 aligned endpoint hardening, Vulnerability Management

Automation: PowerShell (automation of identity provisioning, access control, and system configuration tasks), Python (basic), Docker (basic), Terraform (basic)

Monitoring: Azure Monitor, Log Analytics, Datadog

PROFESSIONAL EXPERIENCE

IT Support Engineer II (Endpoint & IAM Engineering) | **TheZebra** | September 2025 – April 2026

- Built Intune endpoint management from the ground up, transforming a loosely enforced environment into a standardized, secure system with defined compliance baselines across 300+ endpoints
- Led enterprise migration of 300+ endpoints from Windows 10 to Windows 11 through staged deployment rings, compatibility testing, and phased rollout with minimal user disruption
- Eliminated standing local administrator access across 300+ endpoints by implementing RBAC and privileged access workflows, significantly reducing attack surface and aligning with security best practices
- Packaged and deployed enterprise applications via Intune, replacing ad hoc installs with standardized, auditable software distribution
- Administer Okta, Entra ID, and Google Workspace for identity lifecycle management, SSO, and access control; enforced SOC 2-aligned identity and device security controls
- Automated routine tasks using PowerShell group access provisioning, mailbox modifications, printer SMTP deployment, and policy automation

System Administrator | **FirstDay Foundation** | March 2024 – August 2025

- Administered hybrid Windows Server infrastructure supporting ~2,000 users across 180+ virtual machines in VMware vSphere environments spanning multiple data center sites.
- Administered Windows Server environments including Active Directory, Group Policy, and WSUS patch management; performed routine hardening and vulnerability remediation using Defender and Nessus
- Monitored infrastructure health and built custom alerting dashboards in Azure Monitor and OPMAN, providing real-time visibility across hybrid on-prem and cloud environments
- Supported core infrastructure services including DNS, DHCP, and VPN, ensuring reliable network connectivity across hybrid on-prem/cloud environments
- Managed Entra ID (Azure AD) as core cloud identity platform, enforcing access policies, RBAC, and conditional access across hybrid environments
- Developed and maintained documentation for system configurations, operational procedures, and infrastructure topology

IT Helpdesk Technician | **MVM Inc** | March 2022 – March 2024

- Supported launch of 4 remote sites and deployed 100+ endpoints (laptops, mobile devices, printers) with asset tracking and monitoring
- Provided 24x7 on-call support in rotating schedule; diagnosed and resolved system, network, and peripheral issues for remote and on-site users

IT Help Desk Technician | QA Systems Inc | Aug – Oct 2022 Tier 1–2 remote support across 126 Austin ISD schools.

EDUCATION & CERTIFICATIONS

Associate of Computer Science - Northeast Lakeview College, 2023

Certifications: CompTIA Security+, Microsoft Azure Fundamentals (AZ-900), Azure Administrator Associate (AZ-104)