

Absalom Israel

IT Support Engineer — Endpoint Lifecycle, Identity & Access, Self-Hosted Infrastructure

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Skills

Identity & Access (Self-Hosted)

Authentik, Zitadel, Pocket ID, SAML / OIDC / OAuth2, MFA Policy, LDAP, Policy-Based Access Control, Vaultwarden

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Endpoint Support & Lifecycle

Windows 10/11, macOS, Dell / HP / Apple Diagnostics, BIOS / UEFI, TPM / Secure Boot, Imaging & Secure Wipe, Hardware Break-Fix, AV / Peripheral Support

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Networking & Remote Access

TCP/IP, DNS, DHCP, VPN Troubleshooting, Zscaler, Wi-Fi Support, Cable Patching / Port Tracing, NetBird (Mesh VPN), Pangolin (Reverse Proxy), RDP / TeamViewer

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Systems & Automation

Linux (Debian / Arch / Unraid), Docker, Bash Scripting, PowerShell Fundamentals, Mailcow / Postfix, SSL/TLS / Internal PKI, Automated Backups (Cron), Log Analysis

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ITSM & Compliance

ServiceNow, ConnectWise, SLA Management, Knowledge Base / SOPs, Asset Tracking, SIDA / Federal Compliance, Technical Documentation

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Certifications

Workday Basic Series November 2024
Coursera

- Enterprise platform fundamentals
- [Certificate Link](#)

Troubleshooting IT November 2024
LinkedIn Learning

- Remote access tools & management
 - Distributed systems troubleshooting
 - End-user support best practices
- [Certificate Link](#)

Dell Client Foundations April 2024
Dell Technologies

- Hardware diagnostics & lifecycle deployment

Key Impacts

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- **Enterprise Deployment:** Onboarded 900+ end users in-person during the MASSPORT mobile rollout — handoff, sign-in, VPN/email validation, IMEI capture.
- **SLA Performance:** Held 95% SLA success rate on high-priority tickets at Logan Airport through structured triage and clean documentation.
- **Identity Stack Ownership:** Architect and operate a production-grade self-hosted identity stack — Authentik, Zitadel, NetBird, Vaultwarden — running SAML/OIDC SSO with MFA across 10+ services.
- **Incident Response:** Rebuilt personal infrastructure end-to-end after a confirmed endpoint compromise — segmentation, hardening, migration off legacy systems.
- **Knowledge Management:** Authored SOPs and KB articles across Avaso and Beacon Hill that reduced repeat ticket escalations.

Summary

IT support engineer with 5+ years across SIDA-cleared transportation infrastructure, a 900+ device enterprise mobile deployment, and ServiceNow ITSM operations. Generalist by day — hardware diagnostics, network troubleshooting, endpoint lifecycle, end-user enablement — with self-directed identity & access work in a production-grade homelab: **Authentik, Zitadel, NetBird, Vaultwarden, Mailcow**. Comfortable across the protocols modern identity stacks run on (SSO, SAML/OIDC, MFA policy, directory federation) and looking to grow into a Microsoft-shop sysadmin role where I can own more of the stack.

Online Profiles

- **Github**
[Salpertio](#)
- **Linkedin**
[absalom-israel](#)

Experience

Avaso Technology Solutions (Part-Time)

- Boston Logan International Airport
IT Support Engineer January 2024 – Present
- **General IT support** in a SIDA-cleared airport environment — first responder for hardware, software, network, and peripheral issues across Dell, HP, and Apple endpoints.
 - **Hardware diagnostics & break-fix:** Root-cause analysis on failing components (motherboards, RAM, storage); BIOS/UEFI and TPM/Secure Boot configuration; warranty coordination with vendors.
 - **Network troubleshooting:** DNS flushes, IP/DHCP renewal, VPN authentication, Wi-Fi connectivity, cable patching, port tracing, and physical-layer switch/router work.
 - **Endpoint lifecycle:** Receive and deploy pre-imaged devices, walk users through first-time sign-in and policy enrollment, and execute secure wipes via USB recovery media before return-to-lot.
 - **Ticket management:** Own incident lifecycles in ITSM tooling — documenting troubleshooting steps, resolution details, and meeting client SLAs on high-priority tickets.
 - **Migration projects:** Support large-scale hardware refresh and OS migration efforts across client sites.

- Independent Systems Administrator** Remote
Self-Hosted Infrastructure (Home Lab) March 2022 – Present
- **Identity & access:** Operate self-hosted identity providers (- **Authentik, Zitadel, Pocket ID**) — SSO via SAML/OIDC/OAuth2, MFA policy enforcement, policy-based access control, and LDAP integration. Same protocols and concepts that underlie Entra ID and Okta.
 - **Zero-trust network access:** Deployed **NetBird** mesh VPN and **Pangolin** identity-aware reverse proxy to expose internal services securely — eliminating open ports, bypassing CGNAT, and enforcing per-identity routing.
 - **Credential management:** Run **Vaultwarden** for centralized secrets and MFA enforcement across all internal services.
 - **Mail infrastructure:** Administer **Mailcow** (Postfix/Dovecot) — domain management, MX/SPF/DKIM/DMARC, mailbox provisioning tied to the directory.
 - **Systems & automation:** Maintain a Debian/Unraid server fleet with 10+ Docker services, automated Bash/Cron backups with off-site replication, and internal SSL/TLS PKI.
 - **Incident response:** Rebuilt the environment end-to-end after a confirmed endpoint compromise — segmented the network, hardened isolation policies, and migrated services off legacy systems.
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- Beacon Hill** Quincy, MA
ServiceNow Analyst (Contract) October 2025 – November 2025
- Triageed high-volume ticket queues in ServiceNow; categorized and routed incidents to Level 2/3 engineering teams.
 - Authored knowledge base articles and SOPs for recurring issues, reducing repeat escalations.

- RetroFit Technologies (Contracted to MASSPORT)** Boston, MA
IT Engineer — Endpoint Deployment March 2025 – April 2025
- **White-glove rollout of 900+ mobile endpoints** — owned end-user onboarding: in-person device handoff, password setup, Outlook Mobile and VPN sign-in verification, and first-time-use validation.
 - Captured device IMEIs and serial numbers for MDM decoupling; partnered with the MDM administrator on lifecycle escalations.
 - Frontline troubleshooting during deployment cutover — resolved authentication, connectivity, and Zscaler/VPN profile issues on the floor to keep the rollout on schedule.
 - Maintained asset tracking databases with 100% accountability of deployed hardware.

- Amazon (via Securitas)** Seaport, Boston
Badging Specialist — Security Operations & Access
November 2022 – February 2024
- Operated **Identity and Access Management (IAM)** workflows — credential issuance, physical access provisioning, and reconciliation of access tiers against HR records.
 - Partnered with IT Security on compliance audits and onboarding/offboarding process improvements; reduced manual handoff steps.
 - Authored training materials and mentored junior staff on access systems and security best practices.