

# SAEID AGHELI

Senior Endpoint Engineer | Jamf Pro & Microsoft Intune Specialist | macOS · Windows · CrowdStrike · Zero-Trust

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## PROFESSIONAL SUMMARY

U.S. citizen and Senior Endpoint Engineer with 10+ years of experience architecting, securing, and automating enterprise macOS and Windows device fleets at scale. Deep hands-on specialist in Jamf Pro, Jamf Protect, Jamf Connect, and Microsoft Intune (MEM) — from zero-touch provisioning (Apple DEP/ABM/Autopilot) and configuration profile design to CrowdStrike Falcon EDR integration, Conditional Access enforcement, and Google Chrome Enterprise policy management. Proven record deploying and managing 1,000+ endpoints across regulated FinTech and manufacturing environments. Author of PowerShell, Bash, and Python automation that eliminates manual toil across enrollment, patching, and compliance reporting. Active Jamf Certified Associate (Pro, Protect & School), Google Professional Chrome Enterprise Administrator, ECSA (Practical), CompTIA A+, and broad CrowdStrike certification stack. Eligible to obtain U.S. security clearance; open to defense, government, and manufacturing roles.

## CORE COMPETENCIES — JAMF | INTUNE | ENDPOINT SECURITY

<b>Jamf Pro / Protect</b>	Prestage enrollment, DEP/ABM, config profiles, smart groups, extension attributes, Jamf Protect behavioral analytics, Jamf Connect, App Installers, Jamf School	<b>Microsoft Intune</b>	Autopilot/OOBE, compliance policies, config profiles, Win32/MSIX app packaging, update rings, co-management, app protection policies, AVD/Win365
<b>macOS Engineering</b>	PLIST management, MDM profiles, PPC payloads, FileVault, Gatekeeper, System Extensions, macOS update governance, Rosetta 2, command-line scripting	<b>Windows Engineering</b>	Windows 10/11 hardening, CIS baselines, BitLocker, WUfB/WSUS, GPO-to-Intune migration, Windows Hello for Business, SCCM/ConfigMgr
<b>Endpoint Security</b>	CrowdStrike Falcon EDR/XDR, Falcon Firewall, SOAR, Vulnerability Management, Sensor deployment & troubleshooting, Zero-Trust architecture	<b>Identity &amp; IAM</b>	Azure AD / Entra ID, Okta, Active Directory, Conditional Access, MFA, SAML/SSO, BitLocker/FileVault key management, device compliance
<b>Chrome Enterprise</b>	Google Professional ChromeOS Admin, Chrome Enterprise policy management, extension control, certificate deployment, browser security hardening	<b>Automation</b>	PowerShell, Bash, Python, Microsoft Graph API, Jamf Pro API, automated compliance exports, enrollment & offboarding scripts
<b>Vulnerability Mgmt</b>	Qualys VMDR, CrowdStrike Vulnerability Mgmt, network scanning, risk prioritization, remediation tracking	<b>M365 &amp; Cloud</b>	Exchange Online, SharePoint, OneDrive, Teams, Azure AD, Entra ID governance, licensing, SIEM basics, Proofpoint email security

## PROFESSIONAL EXPERIENCE

**Senior Endpoint Engineer** | Monster Energy Company | Corona, CA (Hybrid)

Aug 2025 – Present

- **Jamf Pro:** Architect full macOS/iOS device lifecycle — prestage enrollment, DEP/ABM, configuration profiles, smart groups, extension attributes, patch policies, and software deployment for 1,000+ Apple devices across hybrid corporate and manufacturing environments.
- **Microsoft Intune:** Design and maintain Autopilot deployment profiles, OOBEnrollment, compliance policies, conditional launch rules, Win32 app packaging, and Windows update rings; enforce Conditional Access and device compliance via Azure AD / Entra ID.
- Implement Zero-Trust security baselines, BitLocker/FileVault encryption policies, and CIS-aligned device restriction profiles across both Jamf and Intune; reduced vulnerability exposure windows by standardizing OS update compliance.
- Integrate CrowdStrike Falcon EDR — sensor deployment, policy configuration, Falcon Firewall management, and vulnerability management; partner with Cybersecurity and Manufacturing Operations for incident response and threat prevention.
- Develop PowerShell and Bash automation scripts for device provisioning, compliance reporting, patch governance, and user offboarding — reducing manual provisioning time by ~40% and eliminating repetitive administrative tasks.
- Build structured inventory and compliance dashboards in Intune and Jamf to improve asset visibility, audit readiness, and operational transparency across 1,000+ endpoints.
- Establish secure offboarding workflows — automated device wipe, Jamf/Intune unenrollment, Azure AD + Okta access revocation, and asset recovery ensuring 100% data protection compliance.
- Provide Tier 3 escalation support for complex endpoint, MDM, identity, and CrowdStrike incidents; partner cross-functionally with Infrastructure, Network Engineering, and Cybersecurity teams.

**Senior Endpoint Engineer (Promoted through 4 roles)** | Lendistry (FinTech) | Irvine / Tustin, CA (Hybrid) *Sep 2021 – Aug 2025*

*Progression: Service Desk I → Service Desk II → Sr. Service Desk Technician → Senior Endpoint Engineer*

- **Jamf Pro + Jamf Protect + Jamf Connect:** Owned full macOS/iOS fleet management in a regulated FinTech environment — zero-touch DEP enrollment, configuration profiles, patch automation, Jamf Protect for macOS threat prevention/behavioral analytics, and Jamf Connect for identity-integrated login. Managed Jamf School for managed iOS and iPad deployments.
- **Microsoft Intune:** Deployed and configured 1,000+ Windows and macOS devices via Intune OOBEnrollment and Autopilot; built compliance policies, app protection policies, Win32 app packaging, and Conditional Access integration in a hybrid Jamf + Intune environment.
- Administered CrowdStrike Falcon — sensor deployment/troubleshooting, Falcon Firewall policy management, Falcon Fusion SOAR workflows, vulnerability management, and endpoint health monitoring; led incident response for endpoint security events.
- Managed Google Chrome Enterprise across Jamf and Intune — browser security policies, extension allowlists/blocklists, certificate payloads, and ChromeOS device management. Holds Google Professional Chrome Enterprise Administrator certification.
- Built PowerShell and Bash automation runbooks — account provisioning, device compliance checks, patch reporting, and automated escalation workflows; mentored 5+ Service Desk technicians on Jamf and Intune best practices.
- Administered Microsoft 365, Exchange Online, SharePoint, OneDrive, Azure AD, Okta, and Active Directory — IAM, licensing, group policy, and compliance operations in a FinTech regulatory environment.
- Detected and mitigated security incidents using ticketing system security filters, CrowdStrike alerts, and proactive threat hunting; coordinated with Cybersecurity for remediation and drove security-aligned procedure updates.
- Authored comprehensive IT SOPs, device onboarding guides, runbooks, and knowledge base articles; implemented standardized device images and policy baselines to ensure configuration consistency.

**Desktop Engineer** | Fanavaran Rad Barzin | Orumiyeh, Iran *Jul 2014 – Sep 2016*

- Managed HP ESXi servers, QNAP storage, and network infrastructure; administered domain controllers (Windows Server 2012), Active Directory, GPO, DHCP, DNS, and print servers.
- Maintained and troubleshot desktops, laptops, tablets, and printers; applied TCP/IP, LAN/WAN, and networking fundamentals across production IT environments.

**System Administrator** | Kimia Chlorine Kaboodan | Orumiyeh, Iran *Jul 2016 – Jan 2021*

- Oversaw endpoint management and desktop support for 500+ Windows workstations; managed FortiGate/FortiAnalyzer network security and Backup Exec disaster recovery aligned to SLAs.
- Served as liaison between desktop, network, and server teams; developed and maintained asset management and inventory systems for accurate IT resource tracking.

**Desktop Support** | TakPardaz | Urmia Gas Industry | Urmia Telecom | Urmia, Iran Jul 2006 – Jul 2014

- 8 years of progressive desktop support experience — hardware installation/configuration/troubleshooting (desktops, laptops, printers, network devices, servers), network connectivity management, and end-user support across multiple organizations.

## EDUCATION

**Bachelor of Science, Information Technology** 2012 – 2015

University of Applied Science and Technology, Urmia, Iran | GPA: 15.25/20

**Associate of Science, Information Technology** 2008 – 2010

Islamic Azad University, Iran

## CERTIFICATIONS & CREDENTIALS

JAMF		
Jamf Certified Associate – Jamf Pro ★	Jamf	Aug 2024
Jamf Certified Associate – Jamf Protect ★	Jamf	Aug 2024
Jamf Certified Associate – Jamf School ★	Jamf	Apr 2026
Jamf Command Line Innovator (Shell Scripting) ★	Jamf	Dec 2025
Jamf Certified Endpoint Security Associate	Jamf	Jun 2023
Jamf Certified Associate Exam – English	Jamf	Feb 2023
CROWDSTRIKE FALCON		
Falcon Platform Technical Fundamentals	CrowdStrike	Jun 2024
Falcon Platform Onboarding Configuration	CrowdStrike	Jul 2024
Sensor Installation, Configuration & Troubleshooting	CrowdStrike	Jul 2024
Getting Started with the Endpoint Security Module	CrowdStrike	Jul 2024
Falcon Firewall Management Fundamentals	CrowdStrike	Jul 2024
Falcon Fusion SOAR Fundamentals	CrowdStrike	Jul 2024
Falcon for Mobile	CrowdStrike	Jul 2024
Asset Management Fundamentals	CrowdStrike	Jul 2024
Vulnerability Management Fundamentals	CrowdStrike	Jul 2024
Customizable Dashboards	CrowdStrike	Jul 2024
GOOGLE CHROME ENTERPRISE		
Professional Chrome Enterprise Administrator ★ <i>Expires Mar 2028</i>	Google	Mar 2026
Professional ChromeOS Administrator <i>Expires May 2026</i>	Google	May 2024
Introduction to Google Admin Console	Google	Feb 2026
EC-COUNCIL		
EC-Council Certified Security Analyst – Practical (ECSA) ★ <i>Expires Feb 2027</i>	EC-Council	Jan 2026
Certified Cybersecurity Technician (CCT)	EC-Council	Oct 2024
APPLE PLATFORM		
Advanced Apple Platform Security, Integrations & Management	Packt	Nov 2025
Modern Apple Platform Admin: macOS & iOS Essentials	Packt	Nov 2025
Apple Device Deployment Projects – Hands-On Implementation	Packt	Nov 2025

Apple Certified Support Professional macOS 11: Installation & Configuration	LinkedIn Learning	Oct 2022
<b>COMPTIA &amp; MICROSOFT</b>		
CompTIA A+ ce (Active) <i>Expires Aug 2026</i>	CompTIA	Aug 2023
Google IT Support + CompTIA A+ Dual Credential	Google / Coursera	Aug 2023
MCSA: Windows Server 2012	Microsoft	Oct 2014
MCSE: Server Infrastructure	Microsoft	Nov 2014
Microsoft Certified Professional (MCP / MCPS)	Microsoft	Oct 2014
Student SOC Program Foundations	Microsoft	Sep 2025
<b>FORTINET</b>		
Fortinet Certified Associate Cybersecurity <i>Expires Oct 2027</i>	Fortinet	Oct 2023
Fortinet FortiGate 7.6 Operator (NSE 3)	Fortinet	Oct 2025
Fortinet FortiGate 7.4 Operator	Fortinet	Oct 2023
<b>PROOFPOINT</b>		
Certified AI Data Security Specialist 2025 <i>Expires Dec 2027</i>	Proofpoint	Dec 2025
Certified Security Awareness Specialist 2025 <i>Expires Jul 2027</i>	Proofpoint	Jul 2025
Certified Ransomware Specialist 2025	Proofpoint	Apr 2025
<b>SECURITY BLUE TEAM</b>		
Blue Team Junior Analyst	Security Blue Team	Oct 2024
Introduction to Vulnerability Management	Security Blue Team	May 2024
Introduction to Network Analysis	Security Blue Team	May 2024
Introduction to Threat Hunting	Security Blue Team	Oct 2024
Introduction to OSINT	Security Blue Team	Oct 2024
Introduction to Dark Web Operations	Security Blue Team	Oct 2024
Introduction to Digital Forensics	Security Blue Team	Oct 2024
<b>VULNERABILITY MANAGEMENT</b>		
Vulnerability Management Detection and Response (VM DR)	Qualys	May 2024
FEMA ICS-100: Introduction to Incident Command System	FEMA	Oct 2023
FEMA NIMS: Introduction to National Incident Management System	FEMA	Oct 2023
<b>ADDITIONAL CREDENTIALS</b>		
ISC2 Candidate — CISSP track	ISC2	Jun 2023
Cisco Introduction to Cybersecurity	Cisco	Mar 2022
Cisco Cybersecurity Essentials	Cisco	Mar 2022
Google IT Support Certificate	Google / Coursera	Jul 2022
Introduction to Cloud Computing (IBM)	Coursera / IBM	Jul 2022
VSA Kaseya Certified Technician Program	Kaseya	Mar 2022
Jira Fundamentals Badge	Atlassian	Jul 2022
Active Directory & Group Policy Lab	Udemy	Sep 2021

★ Denotes primary / most relevant certifications for Senior Endpoint Engineer roles

## VOLUNTEER & COMMUNITY

### CyberPatriot Technical Mentor — Air Force Association (AFA)

Jul 2025 – Present

Cybersecurity education and team coaching for middle and high school students in the AFA National Youth Cyber Defense Competition.

## **LANGUAGES**

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**English** (Full Professional)   **Azerbaijani** (Native)   **Persian** (Native)   **Turkish** (Native/Bilingual)