

# Foster P Garcia

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## PROFESSIONAL SUMMARY

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Endpoint Administrator with 1.5 years of experience managing Microsoft 365, Intune, Entra ID, Jamf, and Active Directory. Azure focused with AZ-104, CCNA, and CySA+ certifications and strong experience in endpoint security, device compliance, and identity management.

## CERIFICATIONS

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Certifications: AZ-104 | CCNA | CySA+ | Security+

## TECHNICAL SKILLS

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Skills: Azure | Entra ID | IAM / MFA | Intune | Jamf | Active Directory | TCP/IP / DNS | PowerShell

## PROFESSIONAL EXPERIENCE

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### Helpdesk Engineer

TaxSlayer LLC | Augusta, GA | Feb. 2025 - Present

- Reviewed endpoint security alerts and device status in CrowdStrike to support troubleshooting and security awareness
- Administered Windows and macOS endpoints using Intune and Jamf, enforcing compliance policies and reducing device configuration issues
- Supported Active Directory users, groups, and access provisioning to ensure least-privilege access
- Resolved endpoint and authentication issues involving device compliance, SSO, and policy conflicts
- Implemented and maintained Conditional Access and MFA policies to strengthen identity security
- Automated endpoint patching workflows across Windows and macOS devices using Intune and Jamf, improving compliance and reducing exposure to known vulnerabilities
- Developed and deployed a USB-based batch scripting solution to streamline endpoint imaging, doubling laptop imaging throughput
- Optimized Jira access request workflows, increasing request completion and approval accuracy
- Documented endpoint and access management procedures, improving Confluence knowledge bases and reducing repeat support requests through clearer technical documentation

### IT Intern

Asama Coldwater Manufacturing | Warrenton, GA | Oct. 2024 - Feb. 2025

- Supported Active Directory administration by managing user accounts, group memberships, and basic access controls
- Assisted with endpoint imaging and deployment, ensuring standardized configurations and domain integration
- Documented issues and resolutions to support knowledge sharing and repeatable fixes

## EDUCATION

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### Bachelors of Science in Information Technology

Augusta University, Augusta, GA | 2024