Saihan Joarder

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PROFESSIONAL EXPERIENCE

Super.com
IT Support Analyst I Dec 2024 – Present
Previously IT Support Analyst Intern Sept 2024 – Dec 2024

- Administer core IT platforms including Okta, Google Workspace, Jamf, Microsoft Intune, and SentinelOne, supporting **300+ employees and managed devices**.
- Deploy, configure, and support access to **200+ enterprise applications** through SSO and SCIM integrations (SAML, OIDC, SWA), with access requests governed through Okta Identity Governance.
- Lead a privileged access initiative to eliminate standing admin rights across core SaaS and cloud platforms, moving admin access to just-in-time, time-bound elevation with secured break-glass accounts.
- Lead the company-wide rollout of Okta Device Trust across macOS, Windows, and BYOD mobile using Jamf, Intune, and device assurance policies, with phased, department-based enforcement.
- Build IT automations with Okta Workflows and Ravenna.ai, including AI agents, scheduled agent rules, approval workflows, and serverless functions integrated with Slack, Okta, and third-party APIs.
- Automate recurring IT work such as offboarding cleanup, access and license reviews, Slack channel governance, and monthly reporting, reducing manual effort with human approval gates built in.
- Develop Python scripts for bulk Okta policy changes, access audits, and reporting.
- Automate Google Workspace administration with GAM scripts and Google Apps Script, including user provisioning and deprovisioning, group and OU sync, file ownership transfers, and bulk admin changes.
- Manage onboarding/offboarding, endpoint compliance, and IT asset lifecycle for **300+ devices** across remote and in-office teams.
- Design and deliver cybersecurity-awareness training and phishing simulations for a **300+ employee** organization.
- Resolve hardware, software, identity, and endpoint-compliance issues through Ravenna.ai ticketing and Jira-based Agile sprints.

Freelance IT Support May 2023 – Jan 2025

- Delivered remote and on-site IT support for individual clients and small businesses.
- Configured and troubleshot PCs, Wi-Fi, routers, printers, software, and peripherals across **77+ client devices**, improving reliability and usability.

Staples Canada
Technology Sales Representative July 2022 – Sept 2024

- Provided in-store technical support, device setup, and troubleshooting for customer and staff hardware and software issues.
- Recommended technology solutions based on customer needs and maintained secure inventory and asset-protection processes.

SKILLS AND QUALIFICATIONS

- **Identity & Access Management**: Okta (SSO, SCIM, Identity Governance, Device Assurance, FastPass), Google Workspace, SAML, OIDC, SWA, access controls, just-in-time privileged access, user lifecycle management, application provisioning
- **Automation & Scripting**: Okta Workflows, Ravenna.ai (AI agents, scheduled agent rules, approval workflows, serverless functions), Python, PowerShell, Bash, Google Apps Script, GAM, REST APIs, webhooks, AI-assisted troubleshooting
- **Endpoint Management & Security**: Jamf Pro, Microsoft Intune, MDM, device enrollment, endpoint compliance, SentinelOne, phishing simulations, security-awareness training, software deployment, IT asset management
- **Windows, Server & Cloud**: Windows Server, Exchange Server, Microsoft 365, Windows Deployment Services (WDS), Microsoft Azure, Entra ID, Google Cloud
- **Linux, Networking & Cybersecurity**: Linux administration, Kali Linux, penetration-testing fundamentals, Cisco IOS/CLI, network-device configuration and troubleshooting
- **Collaboration & Tools**: Jira, Agile sprints, Ravenna.ai ticketing, Slack Enterprise Grid, 1Password, Confluence | **Languages**: English and Bengali (fluent)

CERTIFICATIONS

- Competency in AI Fundamentals | **CompTIA** | Oct 2026
- CompTIA A+ ce | **CompTIA** | Aug 2026
- Kaseya Certified Technician in Datto Cybersecurity | **Kaseya** | Mar 2025
- Jamf Certified Associate, Jamf Pro | **Jamf** | Feb 2025
- *In progress*: CompTIA Network+, Cloud+, CySA+

EDUCATION

Trios College Dec 2022 · Jan 2025
Honours Diploma, Internet Technology Professional + Internship