

# Robin Pokharel

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## EDUCATION

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Bachelor's in Computer Science, 3.6 GPA - Dec 2025

Thomas Edison State University, NJ

## EXPERIENCE

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### M365 Administrator

Ascend Healthcare, AZ (Feb 2026 - Present)

- Administered Microsoft 365, Entra ID, Exchange Online, SharePoint, OneDrive, Teams, Intune, and Autopilot.
- Managed user provisioning, licensing, MFA, mailbox administration, and role-based access controls.
- Supported onboarding, offboarding, account setup, access assignments, and device provisioning.
- Automated provisioning, reporting, and approval workflows using Power Automate and Graph API.
- Deployed PowerShell scripts, Win32 applications, and software updates through Microsoft Intune.
- Supported Microsoft Sentinel and Defender operations including incident response and remediation.
- Acted as primary escalation resource for help desk technicians on complex technical issues.
- Developed Azure Automation Runbooks and Python workflows to automate administrative tasks.

### IT Systems Specialist

Xanterra Travel Collection, AZ (Oct 2025 - Feb 2026)

- Administered Active Directory, Okta, and Microsoft 365 accounts, GPOs, and IAM policies enterprise-wide.
- Managed device and enrollment policies in Microsoft Intune across enterprise Windows endpoints.
- Managed Microsoft Sentinel and Defender security alerts to support security incident response.
- Created automation workflows with Power Automate to streamline IT operations and processes.
- Supported endpoint security operations using Microsoft Defender for Endpoint and Intune solutions.

### IT Analyst (Co-op)

Bombardier Aerospace, ON (Oct 2022 - Jan 2023)

- Automated ServiceNow to Power BI data pipelines using Microsoft Power Automate workflows.
- Developed data-driven dashboards to visualize IT performance metrics and SLA compliance trends.
- Supported enterprise IT operations for Canada's largest aircraft manufacturer (15K+ employees).

### IT Security Analyst (Co-op)

Royal Canadian Mounted Police, ON (Jan 2022 - Oct 2022)

- Monitored Sentinel, Defender, and Azure Security Center for security threats and anomalies.
- Investigated security incidents across Entra ID, endpoints, and Azure cloud workloads.
- Developed and executed KQL queries in Sentinel to identify and correlate security events proactively.
- Supported cybersecurity operations for 10K+ federal employees in a clearance-required environment.

### IT Support Specialist

PCM International, ON (Jul 2020 - Dec 2021)

- Provided Tier-1/2 IT support across departments, remote offices, and end-user environments.
- Managed Active Directory and Microsoft 365 accounts, MFA, and access control configurations.
- Configured laptops, upgraded hardware components, and resolved technical hardware issues.
- Supported Outlook, Exchange, SharePoint, and OneNote administration, setup, and permissions.
- Onboarded new hires and documented IT procedures to standardize support operations and workflows.

## CERTIFICATIONS

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CCNA, CompTIA Security+

## SKILLS

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**Automation:** Power Automate, Graph API, Azure Automation, PowerShell, Python, ServiceNow

**Microsoft & Security:** Entra ID, Microsoft 365, Exchange Online, Intune, Autopilot, Sentinel, Defender, MFA, IAM