ABISHAI FARRUGIA

IT Operations & Endpoint Engineer with 7+ years scaling identity, MDM, and security at remote-first companies. Built IT from scratch through 6x company growth and automated away ~20 hours of manual work per week. Stack: Entra ID, Intune, Kandji/Iru, Action1, CrowdStrike.

CONTACT

contact@abishaifarrugia.com

abishaieth

Sastamala, Finland

EXPERTISE & SKILLS

Identity & Access
- Microsoft Entra ID & 365 Admin
- Conditional Access
- 1Password / Privileged Access

Endpoint Management & MDM
- Microsoft Intune
- Kandji/Iru
- Action1
- Windows / macOS

Security
- CrowdStrike Falcon (EDR)
- Security Awareness & Audit Support

Automation & Scripting
- PowerShell
- Python
- Bash
- Power Automate

Operations & Tooling
- JIRA (Workflows, Automation, Admin)
- IT Asset & Licensing Management
- Onboarding/Offboarding Automation
- Vendor & Procurement Management

EDUCATION

- Diploma in IT — Computer Systems & Networks (EQF 4), MCAST
- Cisco IT Essentials

LANGUAGES

- Bilingual Native - English & Maltese

WORK EXPERIENCE

IT Specialist (IT Operations & Endpoint Engineering)

Raketech | June 2023 - Present

- Automated onboarding/offboarding workflows (PowerAutomate, PowerShell, JIRA), saving ~17 hours/week
- Deployed Action1 patch management across 100+ Windows/macOS devices — from zero to weekly patching and bi-weekly vulnerability scans
- Led the rollout of Iru (Kandji) MDM across the macOS fleet — from proof-of-concept and testing through to implementation, moving Macs to managed, zero-touch provisioning and compliance
- Administer Entra ID and Intune for a remote workforce — access control, conditional access, MDM across all OS platforms
- Operate CrowdStrike Falcon EDR for company-wide endpoint threat monitoring and response
- Rebuilt JIRA with team-specific workflows and automated routing, integrated with Teams and GitLab
- Drive IT procurement and licensing — consolidating tooling and negotiating vendor discounts to reduce spend

Independent IT Operations Consultant

Self Employed/Freelance | Mar 2022 - Aug 2023

- Built IT operations function from scratch — identity, device management, and onboarding infrastructure designed to scale
- Rolled out Kandji (macOS) and Microsoft Intune (Windows) MDM at scale with zero-touch deployment across global remote workforce
- Delivered onboarding automation saving ~25 hours/week, enabling 6x growth without proportional IT headcount
- Implemented Entra ID access control with least-privilege enforcement across rapidly scaling teams
- Authored Kandji configuration blueprints and access management documentation supporting compliance readiness
- Owned full IT stack — licensing, hardware leasing, vendor relationships — plus L1–L3 support delivery

IT Admin

Invicti | July 2021 - Nov 2021

- Managed full-cycle IT support and onboarding/offboarding for EU-based staff
- Maintained IT asset inventory, procurement records, and support documentation

System Administrator

Panta | Jan 2021 - Jun 2021

- Led company-wide Windows 7 → Windows 10 migration with zero major disruption
- Managed IT support, onboarding/offboarding, and infrastructure (expanded wireless coverage, vendor coordination)

Cyber Security Administrator

Vodafone Malta | June 2019 - Jun 2020

- Implemented operational security controls and managed daily firewall rule reviews
- Delivered company-wide security awareness training and supported IT audit preparation
- Designed RDS-based third-party access solution replacing redundant terminal servers with role-scoped, least-privilege jump hosts