

CHRISTOPHER FRYE

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PROFESSIONAL SUMMARY

Security+ and CySA+ certified IT professional with enterprise support experience and hands-on Identity and Access Management training across Microsoft Entra ID, Okta, Active Directory, and Microsoft 365. Practical experience with user provisioning, authentication and authorization, RBAC, MFA, SSO, Conditional Access, PIM, access reviews, identity lifecycle workflows, and IAM log troubleshooting. Experienced resolving access, endpoint, and security-related incidents in production support environments and building enterprise-style IAM labs focused on least privilege and secure access.

TECHNICAL SKILLS

Identity & Access Management: Microsoft Entra ID | Okta Workforce Identity | Active Directory Domain Services | Microsoft 365 | User & Group Administration | Provisioning & Deprovisioning | JML | RBAC | MFA | SSO | Conditional Access | PIM | Access Reviews | Identity Governance | Least Privilege

Federation & Provisioning: SAML 2.0 | OAuth 2.0 | OpenID Connect (OIDC) | SCIM 2.0 | JIT Provisioning | Enterprise Applications | App Registrations | Service Principals | LDAP/LDAPS

Security Operations: Authentication & Authorization | Access Control | Sign-in & Audit Logs | Windows Security Event Logs | Incident Escalation | Vulnerability Assessment Concepts | Network Packet Analysis

Security Frameworks: NIST Cybersecurity Framework (CSF) | NIST SP 800-63 | Zero Trust | CIS Controls Concepts

Tools & Platforms: Microsoft Entra Admin Center | Microsoft 365 Admin Center | Exchange Admin Center | Microsoft Intune | Okta System Log | SailPoint ISC Concepts | Wireshark | VirusTotal | ConnectWise | VirtualBox

Networking & Systems: TCP/IP | DNS | DHCP | HTTP/HTTPS | Kerberos | Windows | macOS | Windows Server / AD DS Lab

PROFESSIONAL EXPERIENCE

FCG, Inc. | Help Desk Representative | Peoria, AZ | December 2025 - Present

- Resolve 7-10 technical incidents daily across restaurant, hospital, and corporate environments involving Windows, Microsoft 365, authentication, account access, endpoints, POS systems, printers, and connectivity.
- Investigate identity and access issues using Microsoft Entra ID and Microsoft 365 Admin Center to validate user accounts, directory information, group memberships, permissions, and authentication status.
- Manage user permissions and application access within MyDining, supporting account provisioning and least-privilege access while validating authorization before escalation.
- Identify and escalate authentication, access, suspicious activity, and security-related incidents through established enterprise procedures; document troubleshooting findings and resolution history in ConnectWise.
- Perform fault isolation by validating account, endpoint, application, and connectivity conditions, correcting supported issues, and verifying service restoration with users.

LincareAAC | Tech Support Specialist | Surprise, AZ | November 2024 - December 2025

- Managed and deployed 140+ enterprise endpoints monthly using Microsoft Intune, supporting secure enrollment, application deployment, endpoint policy enforcement, and standardized device configuration.
- Troubleshot managed iOS endpoints, authentication, software, hardware, and connectivity issues while validating required applications and configurations prior to deployment.
- Supported users and devices in a healthcare environment where protection of organizational and patient information required adherence to established security and privacy procedures.

IAM & SECURITY PROJECTS

Microsoft Entra ID & Microsoft 365 Enterprise IAM Lab | Entra ID | Microsoft 365 | Exchange | Identity Governance

- Built and administered an enterprise-style tenant with users, department/application security groups, group-based access, RBAC, MFA, Conditional Access, PIM, Access Packages, Access Reviews, and joiner/mover/leaver workflows.
- Configured and tested enterprise applications using SAML SSO and OAuth/OIDC concepts; investigated authentication and authorization behavior through Entra sign-in and audit logs.
- Administered Microsoft 365 licensing and Exchange Online lab configurations, including shared mailboxes, mailbox delegation, Send As/Full Access permissions, mail-flow rules, and message-trace troubleshooting.

Okta Workforce Identity IAM Lab | Federation | SAML | SCIM | JML

- Configured Microsoft Entra ID as an external OIDC identity provider for Okta, including domain routing, JIT provisioning, user matching, and troubleshooting through Entra sign-in logs and Okta System Log.
- Implemented group-based application access, MFA policy, and SAML SSO; validated authorization by removing and restoring group membership and confirming access denial/restoration.
- Configured a SCIM 2.0 test integration using OAuth bearer-token authentication, enabled create/update/deactivate provisioning, verified downstream account creation, and troubleshot provisioning failures.

Active Directory Domain Services & SailPoint ISC Study | Windows Server | LDAP | Kerberos | IGA

- Built an AD DS domain with departmental OUs, users, security groups, service/admin structures, and group-based NTFS permissions; practiced joiner/mover access changes using least-privilege group membership.
- Troubleshot authentication failures using Windows Security Event logs and Event ID 4625; practiced AD-integrated DNS, Kerberos, LDAP/LDAPS, and AGDLP access design.
- Practiced SailPoint ISC concepts involving authoritative sources, aggregation, correlation, accounts, entitlements, access profiles, roles, lifecycle states, access requests, certifications, and provisioning.

CERTIFICATIONS

CompTIA CySA+ (2026) | CompTIA Security+ (2025)

EDUCATION

William Woods University | Bachelor of Science in Cybersecurity | Expected January 2027 | GPA: 3.8/4.0