

# Malik Elzarif

Senior IT Support Engineer | Executive & Field Ops Tech Lead

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## Professional Summary

Senior IT Support Engineer with 8+ years of enterprise IT experience delivering **white-glove executive support**, managing collaboration platforms, and leading field operations across 100+ locations. Skilled in **cross-platform troubleshooting**, PowerShell automation, and endpoint security. Proven ability to resolve escalations, coordinate with global IT/security teams, and provide reliable IT solutions in fast-paced environments across finance, corporate, healthcare, and fitness sectors.

## Core Competencies

- Executive & VIP IT Support (White-Glove Service)
- Microsoft 365 | Azure AD | Intune | SCCM | Citrix
- PowerShell Automation & Security Scripting
- Windows 10/11 | macOS | iOS | Android | Linux
- Endpoint Security & Cybersecurity Awareness
- VoIP & SIP-based Video Conferencing | Zoom | Teams
- ServiceNow | Technical Documentation | SOP Development
- Remote & After-Hours Global IT Support

## Professional Experience

### Field Ops Engineer & Assistant Manager

*Blink Fitness, New York, NY | Oct 2022 – Present*

- Deliver Level 1–3 IT support across 100+ gyms and HQ, including **executive-level assistance**.
- Manage Microsoft Intune, Azure AD, SharePoint, Teams, and Zoom to support collaboration.
- Automate account management and security checks using PowerShell scripts.
- Partner with security, apps, and infrastructure teams to resolve escalations in a 24/7 model.
- Coordinate offshore support to optimize SLA adherence.
- Assist with VoIP deployments and SIP-based conferencing systems.
- Author SOPs and technical documentation to streamline IT operations.
- Supported Citrix-based systems and contributed to endpoint compliance through documentation and SOP development.
- Directed offshore support coordination with India-based backup team to streamline global response coverage.

## **Helpdesk Engineer**

*Equinox, New York, NY | May 2022 – Oct 2022*

- Supported senior-level users with onboarding, device provisioning, and troubleshooting.
- Managed Microsoft 365 and Active Directory accounts under compliance protocols.
- Resolved incidents via ServiceNow with clear escalation and communication.

## **Help Desk Technician**

*Hair Class Hospital, Istanbul, Turkey | Mar 2021 – Apr 2022*

- Provided IT support for healthcare staff and clinical systems.
- Maintained HIPAA-compliant operations and secure access controls.
- Troubleshot clinical applications, EHR access, and secure VPN connections.

## **IT Technician & Team Lead**

*Pro4ia, New York, NY | Apr 2017 – Mar 2021*

- Led IT provisioning and lifecycle management for executive and end-user devices.
- Conducted system imaging, deployments, user access control, and MDM.
- Coordinated onsite IT operations during corporate transitions.
- Trained and supervised junior IT staff to meet SLA expectations.

## **Education & Certifications**

**Bachelor of Business Administration & Management** – Ain Shams University (2015–2019)

**Associate in computer science** – HCCC, NJ, USA (2017)

**Diploma in Computer Networking & Security** – PC AGE, NJ, USA (2019)

### **Certifications:**

- CompTIA A+ | CompTIA Network+ | Cisco CCNA (200-301)
- Active Directory & Windows Server Administration
- SCCM, Intune, Cisco CLI, Outlook Administration
- Penetration Testing Fundamentals

## **Technical Skills**

- Platforms: Windows 10/11, macOS, Linux, iOS, Android
- Enterprise Tools: Office 365, Azure AD, SharePoint, Intune, SCCM, Citrix, Zoom, Teams
- Scripting: PowerShell (Basic–Intermediate)
- Networking: DNS, DHCP, VPN, TCP/IP
- Cybersecurity: Endpoint Hardening, MDM Compliance

Languages: English (Fluent), Arabic (Fluent), Turkish (Professional)