

Mohamed Hafez

Senior Systems Engineer — Endpoint, Cloud & Identity

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SUMMARY

Senior Systems Engineer with 10+ years supporting enterprise infrastructure, endpoint fleets, and end users across healthcare, biotech, financial services, and technology companies — including Microsoft, Wells Fargo, Cisco, and UKG. Currently Founder at Blooming Brands Inc, owning cloud hosting, identity, DNS/TLS, and production operations for client sites alongside full-stack product work. Deep in Active Directory, Azure AD/Entra, Intune, Beyond Trust, Tanium, and endpoint security, with a strong automation habit: PowerShell, REST APIs, and custom tooling that replaces repetitive manual work. Known for calm, clear communication with stakeholders and for documentation that raises first-call resolution.

TECHNICAL SKILLS

Cloud & Identity: AWS (EC2, S3, RDS, Route 53), Azure AD / Entra, Active Directory, Okta, SSO, SAML/OAuth, Duo MFA, Office 365 administration

Endpoint Management: Microsoft Intune, JAMF, Tanium, MDM, Windows 10/11, Windows Server, macOS, Linux, VMware ESXi, Hyper-V, LAPS

Security: CrowdStrike, SentinelOne, Rapid7, CyberArk, Zscaler, Cloudflare DNS, patch & vulnerability remediation (CVE-driven)

Networking: Cisco Meraki, VPN (AnyConnect, FortiClient), DNS, TCP/IP, SD-WAN cutovers

Automation & Scripting: PowerShell, Bash, REST APIs, JavaScript/Node.js, Git, SQL, ServiceNow, ConnectWise, Fresh Service

WORK EXPERIENCE

Founder — Systems, Cloud & Identity 2021 – Present

Blooming Brands Inc — Lowell, MA

- Own production hosting and infrastructure for Blooming Brands and client sites: Docker on a self-managed VPS (Coolify), Linux administration, Cloudflare DNS, TLS, CI/CD, and uptime monitoring.
- Design and operate identity and access controls for multi-tenant applications — WebAuthn/TOTP MFA, RBAC, secure session management — and apply the same security posture to client WordPress and Next.js deployments.
- Automate provisioning, deployments, and operational checks with PowerShell, Bash, Node.js, and GitHub Actions to keep client environments consistent and recoverable.

Provide Tier 2/3 systems support for studio and client environments: endpoint setup, DNS cutovers, SSL renewals, backup verification, and incident response.

Bridge systems engineering and product delivery so infrastructure decisions support shipping and operating SaaS platforms (CRM/CMS/billing portals) in production.

Senior Systems Engineer — Client: UKG

Aug 2025 – Aug 2026

Rang Technologies (contract) — Lowell, MA

- Provide Tier 3 application and endpoint support across the organization, handling escalations beyond helpdesk scope.
- Led the enterprise-wide deployment of Dell Command | Update (DCU) across approximately **10,000 Dell laptops** distributed globally, enabling automated BIOS, firmware, driver, and hardware updates while improving endpoint compliance and reducing manual support effort.
- Designed and developed **custom Tanium Sensors and Dashboards** to provide real-time visibility into DCU deployment status, compliance metrics, and update progress, allowing IT leadership to accurately monitor rollout health and identify endpoints requiring remediation.
- Engineered a **custom Tanium Package** that automatically detected whether a device was registered with the Production or Development Tanium environment and seamlessly migrated the endpoint to the appropriate environment, eliminating manual intervention and ensuring accurate endpoint management..
- Use CrowdStrike to detect and remediate missing patches, outdated software, and known CVEs across managed endpoints.
- Performed large-scale, real-time endpoint query/scans and reporting to support asset management, compliance initiatives, software lifecycle management, and operational decision-making.

Senior Systems Engineer — Client: Imagine Pediatrics

May 2025 – Aug 2025

Motion Recruitment Partners (contract) — Boston, MA

- Deployed Win32 applications to Azure-joined corporate devices and implemented LAPS to secure local administrator accounts.
- Authored Intune policies blocking unauthorized USB writes and third-party Chrome extension installs.
- Supported 24/7 pediatric care operations: endpoint lifecycle management (Windows/iOS), high-priority clinician escalations, and VIP support for leadership.
- Streamlined device provisioning with Intune and JAMF in line with HIPAA and HITRUST compliance practices.

Systems Engineer — Client: Keros Therapeutics

May 2024 – Sep 2024

Robert Half (contract) — Lexington, MA

- Provided Tier 1/2 support across Windows, macOS, and mobile devices; managed accounts and access in Active Directory and Azure/Entra.
- Configured and maintained lab PCs connected to bio instruments, ensuring driver integrity, data logging, and instrument-software communication.
- Documented resolutions in Fresh Service, improving SLA response times and service records.

Network Systems Engineer (FTE)

Aug 2022 – Apr 2024

Cisco Systems — Maynard, MA

- Supported lab engineers and staff: imaged lab-specific desktops, resolved hardware/software/connectivity issues, minimized production disruption.
- Racked network equipment in IDF/MDF rooms, whitelisted device MAC addresses, and verified connectivity for newly claimed devices.

Tier 2 Systems Support Engineer (FTE)

Dec 2021 – Aug 2022

Karuna Therapeutics — Boston, MA

- Managed user accounts across Active Directory, Azure AD, Office 365, Zoom, and Duo; repackaged MSI applications and deployed via Intune.
- Built out the internal knowledge base from resolved cases, raising first-call resolution and SLA performance.

Tier 2 Field Systems Support (FTE)

Jan 2020 – Nov 2021

New England Network Solutions (MSP) — Lowell, MA

- Served as go-to onsite engineer for multiple MSP clients: servers, networks, endpoints, patching, and vulnerability remediation.

- Provisioned new-hire laptops end to end — domain joins, policy, line-of-business apps — for seamless onboarding.

Infrastructure Engineer (FTE)

Dec 2018 – Jan 2020

OneDigital — Atlanta, GA

- Led on-site network cutovers and infrastructure assessments for 14+ IT acquisition projects across multiple US states.
- Migrated acquired firms' mailboxes to the corporate Office 365 tenant and integrated sites into the corporate SD-WAN network.
- Coordinated with site leaders to schedule minimal-impact transitions and supported users through cutover days.

Windows Server Administrator — Client: Wells Fargo

Jan 2018 – Dec 2018

TEKsystems (contract) — Charlotte, NC

- Monitored and resolved large-scale email archive export errors to meet internal SLAs and regulatory requirements.
- Performed scheduled after-hours Windows Server maintenance and supported backup/recovery for mission-critical systems under audit controls.
- Completed AML (Anti-Money Laundering) compliance training.

Exchange Escalation Engineer — Client: Microsoft

Feb 2016 – Aug 2017

TEKsystems (contract) — Charlotte, NC

- Resolved escalated Exchange and Office 365 issues for enterprise customers; supported mailbox migrations and mail-flow troubleshooting.
- Automated bulk user changes, discovery searches, and compliance holds with PowerShell; trained client IT teams on Exchange troubleshooting.

EDUCATION & CERTIFICATIONS

- Full Stack Application Development Certificate — Framingham State University
- Advanced Java Programming Certificate — North Carolina State University
- AWS Certified Cloud Practitioner · Microsoft MCSE & MCP · Fortinet NSE1/NSE2