Romany Said

Senior IT Support & Endpoint Specialist — Microsoft 365, Intune & Applied AI

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PROFESSIONAL SUMMARY

Senior IT support and endpoint specialist with six years in Microsoft environments, most recently the Tier II–III escalation point for 7,000+ users in a 35,000+ employee organization across five countries, promoted to Sr IT Specialist. Manages Windows 11 and iOS devices with Intune and Autopilot, secures access with Entra ID, MFA and least privilege, and automates repeat fixes with PowerShell. Also designs and runs AI systems in production, including an AI voice receptionist for healthcare clinics under a signed HIPAA BAA. Known for root-cause fixes and for documentation and SOPs that teams adopt as their standard.

SKILLS

Endpoint & Cloud: Windows 11 deployment & support • Microsoft Intune & Autopilot (enrollment, configuration, apps, compliance policies) • ManageEngine Endpoint Central (patching, software deployment) • Microsoft SCCM (basic) • Imaging & deployment (100+ devices) • Asset lifecycle • macOS & iOS support

Identity & Security: Hybrid Active Directory & Entra ID • Group Policy • MFA & least privilege (AutoElevate) • SSO app access • Onboarding & offboarding • CrowdStrike EDR (agent deployment & scans) • Microsoft Defender (basics) • Patch & vulnerability remediation

Microsoft 365 & Service: Exchange Online, SharePoint, Teams & OneDrive • VPN & remote access (Cisco AnyConnect, Ivanti) • ServiceNow & Jira • Knowledge base & SOPs • Training new hires • Vendor & warranty coordination

Automation & AI: PowerShell scripting (AI-assisted) • Azure AI Foundry • Microsoft Copilot, ChatGPT, Claude & Gemini • AI pilots with security review, role-based access & audit logging • In-app guided tours & user training

PROFESSIONAL EXPERIENCE

CatchSera | Bellingham, MA (Remote) May 2026 – Present

IT & AI Systems Consultant

- Support small-business and healthcare clients with devices, Microsoft 365 and access security.
- Built and run an AI voice receptionist on Azure for paying healthcare clinics under a signed HIPAA BAA (190+ calls handled), with role-based access, audit logging and weekly vulnerability scans.
- Built an online and AI phone ordering platform for local restaurants and a volunteer church management platform (member records, attendance, QR check-in, messaging), each with guided tours and staff training.

Vensure Employer Solutions (formerly PrismHR, merged) | Hopkinton, MA Feb 2022 – Apr 2026

Sr IT Specialist (promoted) Dec 2025 – Apr 2026

- Tier II–III escalation point for 7,000+ users in a 35,000+ employee organization across five countries, resolving complex Windows 11, Microsoft 365, device and access issues.
- Enrolled and managed Windows and iOS devices in Intune and Autopilot, including configuration, app deployment and compliance policies.
- Found the root cause of a recurring Windows 11 Windows Hello PIN failure and built a remotely applied script fix, cutting each fix from hours to minutes; resolved it for 50+ users myself and shared it so the team restored hundreds more.
- Built a working prototype of an AI help-desk agent for first-line issues, scoped so it never touches identity, permissions or security; demonstrated to the IT team.
- Ran weekly onboarding and offboarding in Entra ID and Google Workspace; managed users, groups and access in hybrid Active Directory and Entra ID, with MFA and least-privilege access through AutoElevate.
- Supported remote users on Ivanti Connect Secure VPN and MFA; fixed OneDrive sync failures with a cleanup-and-reset script instead of reinstalling.

Desktop Support Technician Feb 2022 – Dec 2025

- Patched devices and deployed software through ManageEngine Endpoint Central, testing updates on a small group first before wide rollout; deployed CrowdStrike agents and ran scans.
- Handled IT hardware procurement through Connection and Amazon Business, then imaged, configured and deployed 100+ laptops and desktops and kept asset records current.
- Managed Active Directory and Group Policy; supported remote users on Cisco AnyConnect VPN.
- Served as the only in-person IT person for the office: printers, AV conference rooms, access badges, UPS units and walk-in support.
- Wrote the knowledge base articles and SOPs the support team adopted as its standard, and trained new hires.

TJX Companies, Inc. | Framingham, MA Sep 2021 – Feb 2022

IT Support Specialist (Contract)

- Enterprise desktop support through ServiceNow; hardware imaging, deployment, asset inventory and equipment logistics across multiple locations; used Microsoft SCCM for software deployment.

Cross IT Consulting | Northbridge, MA Jul 2020 – Sep 2021

IT Desktop Help Technician (Freelance)

- Supported multiple small-business clients on site and remotely — built and maintained servers and workstations, configured firewalls, VPN and remote access, and supported domain and workgroup networking, file sharing and permissions.

CERTIFICATIONS

- Google AI Professional Certificate (Coursera)
- Cisco Networking Academy — Network Defense
- Cisco Networking Academy — Networking Basics
- Cisco Networking Academy — Computer Hardware Basics

EDUCATION

Per Scholas Greater Boston | Cambridge, MA in progress

Cybersecurity Program

Assiut University | Assiut, Egypt

B.Sc. Educational Technology