

MARWEN MAHMOUD

Senior Intune & Digital Workplace Engineer | Endpoint Architecture / SME | Microsoft 365 RUN Expert

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EXECUTIVE PROFILE

Senior Digital Workplace and Endpoint Management engineer with deep hands-on ownership of Microsoft Intune and Microsoft 365 RUN operations, combining architecture-level design with production engineering, troubleshooting, security, governance, automation, and service continuity. Experienced across the full Windows endpoint lifecycle: enrollment, configuration, compliance, endpoint security, application delivery, patching, monitoring, remediation, and retirement. Strong scripting and business-automation capability with PowerShell, Power Automate, Python, SQL, Java, and Linux/Bash. Senior-level Microsoft Teams and SharePoint Online administration, plus enterprise administration of Citrix, AnyDesk, Keeper, Office Timeline, and Utimaco LAN Crypt. Experienced in technical leadership, escalations, RCA, change governance, standards/runbooks, and translating business requirements into scalable Digital Workplace solutions.

TECHNICAL SKILLS

Microsoft Intune / Endpoint Management: Windows 10/11, MDM, Windows Autopilot, enrollment & ESP, configuration profiles, Settings Catalog, Administrative Templates, compliance, security baselines, device restrictions, reporting, remediation, lifecycle governance.

Endpoint Security & Identity: Microsoft Entra ID, Conditional Access integration, BitLocker, Windows LAPS, Windows Hello for Business, Microsoft Defender controls, Attack Surface Reduction, Windows Firewall, endpoint hardening.

Application & Update Engineering: Win32/MSI/LOB/Store apps, packaging, detection/requirement rules, dependencies, supersedence, assignments, Company Portal, Windows Update rings, quality/feature updates, phased rollout and rollback planning.

Microsoft 365 Collaboration: Microsoft Teams administration & governance; SharePoint Online sites, permissions, sharing, storage, lifecycle, tenant controls; Power Automate workflow engineering.

Automation / Development: PowerShell, Power Automate, Python, SQL, Java, Linux/Bash, REST/API-oriented automation, operational tooling, reporting, validation and remediation.

Enterprise Platforms / RUN: Citrix, AnyDesk, Keeper, Office Timeline, Utimaco LAN Crypt; L3/L4 support, incident/problem/change/request management, RCA, service continuity, technical leadership and knowledge management.

PROFESSIONAL EXPERIENCE

DXC — IT Expert Engineer | Present

Functional scope: Senior Intune / Digital Workplace Engineering | Microsoft 365 Administration | RUN Operations | Automation | Technical Leadership

INTUNE / ENDPOINT ARCHITECTURE & ENGINEERING

- Own the end-to-end Microsoft Intune service for Windows endpoints, covering enrollment, configuration, compliance, endpoint security, application management, Windows servicing, monitoring, troubleshooting, remediation, and lifecycle governance.
- Design and standardize modern-management architecture including Windows Autopilot profiles, Enrollment Status Page behavior, enrollment restrictions, device naming/categorization standards, assignment strategy, dynamic targeting, filters, scope tags, and role-based administration.
- Engineer configuration baselines using Settings Catalog, Administrative Templates, security baselines and custom policy controls; investigate policy conflicts, applicability, precedence, sync behavior, CSP/MDM processing, and device-side diagnostics.
- Build and maintain compliance and security controls with Microsoft Entra Conditional Access integration; administer BitLocker, Defender settings, Attack Surface Reduction, Windows Firewall, Windows LAPS, Windows Hello for Business, device restrictions and hardening standards.
- Lead Windows Update for Business engineering through update rings, quality/feature update policies, pilot groups, phased deployment waves, validation, monitoring, exception handling, rollback planning and business-continuity controls.
- Own the Intune application lifecycle: package and deploy Win32/MSI/LOB/Microsoft Store apps; configure detection and requirement rules, dependencies, supersedence, install/uninstall behavior, assignments, Company Portal publication and deployment troubleshooting.
- Create PowerShell-based endpoint automation and remediation for configuration enforcement, health checks, inventory, corrective actions and repetitive operational tasks; use Intune scripting/remediation capabilities to improve consistency at scale.

- Perform deep L3/L4 troubleshooting across enrollment, policy delivery, compliance, app installation, updates, synchronization and agent-side behavior using Intune reports, MDM diagnostics, Windows Event Logs and Intune Management Extension logs.
- Translate business, security and operational requirements into technical designs, rollout plans, test scenarios, change records, rollback strategies, documentation and support handover.

RUN OPERATIONS, SERVICE OWNERSHIP & TECHNICAL LEADERSHIP

- Act as a senior RUN expert for endpoint and Microsoft 365 services, owning complex incidents, service requests, technical escalations, problem investigations and operational changes through resolution.
- Drive root-cause analysis and permanent corrective actions for recurring issues; convert findings into preventive controls, monitoring improvements, knowledge articles, standards and reusable runbooks.
- Plan and execute production changes with impact assessment, pilot validation, stakeholder communication, risk control, back-out planning and post-change verification.
- Coordinate team activities and technical priorities, support task distribution and escalation management, review solutions, mentor colleagues and promote knowledge transfer across the engineering/support team.
- Industrialize operations by replacing repetitive manual activities with scripts, automated workflows, reusable deployment patterns and standardized operating procedures.

MICROSOFT 365 — TEAMS & SHAREPOINT ONLINE

- Administer Microsoft Teams at senior engineer level, including user/service configuration, Teams lifecycle, messaging/meeting/app policies, governance settings, access controls, guest/external collaboration and operational troubleshooting.
- Define Teams governance standards for creation, ownership, naming, lifecycle and policy assignment while balancing collaboration requirements with security and operational control.
- Administer SharePoint Online site collections, permission models, sharing settings, storage quotas, access governance, site lifecycle and tenant-level controls; translate business requirements into secure collaboration structures and support procedures.

AUTOMATION, SCRIPTING & BUSINESS PROCESS ENGINEERING

- Design Power Automate workflows for business and IT operations, including approvals, notifications, scheduled/triggered processing, SharePoint/Teams integration, exception handling, monitoring and maintainable flow logic.
- Develop PowerShell and Python automation for administration, endpoint remediation, data processing, validation, reporting, troubleshooting and repetitive operational tasks; apply SQL for querying/manipulation and operational reporting.
- Leverage Java development knowledge and Linux/Bash environments for broader application, integration, scripting, investigation and cross-platform engineering tasks.

ADDITIONAL ENTERPRISE PLATFORMS

- Citrix Administration: manage virtual desktop/application access, delivery groups, policies, user access and performance monitoring to maintain secure and reliable remote services.
- AnyDesk Administration: administer the enterprise remote-access environment, including user permissions, session security, device configuration, connectivity support and controlled remote troubleshooting.
- Keeper Administration: administer enterprise password-management access, user provisioning/deprovisioning, role and team assignments, security policies, shared access governance, vault administration and operational support.
- Office Timeline Administration: manage licensing allocation, user provisioning, access control, deployment support, template governance and usage support for compliant and efficient timeline management.
- Utimaco LAN Crypt Administration: manage endpoint encryption policies, key-management operations, user access controls and compliance monitoring for enterprise data protection.

CERTIFICATIONS

Microsoft 365 Certified: Administrator Expert — Microsoft | Jun 2025

PrivacyOps Certification — Securiti AI | Oct 2025

Google Cybersecurity — Google | Jun 2024