Ali Nasralla

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PROFESSIONAL SUMMARY

IT and Endpoint Support professional with 4+ years of experience across a ~30,000-device enterprise environment, supporting Windows endpoint management, SCCM-to-Intune migration, and PowerShell automation. Built and deployed custom automation tools that eliminated recurring support issues. B.S. in Computer Science with additional training in cybersecurity.

PROFESSIONAL EXPERIENCE

Endpoint Support Engineer | San Francisco, CA December 2025 – September 2026
Hertz Corporation

- Supported Hertz's enterprise-wide migration from SCCM to Microsoft Intune across a ~30,000-endpoint environment, migrating and enrolling Windows devices into centralized cloud-based management as machines cycle through break/fix and rebuild events.
- Create and deploy Intune configuration profiles and policies to standardize device settings and maintain consistent endpoint configurations org-wide.
- Provisioned and deployed Windows devices through Intune, assigning Entra ID-linked configuration profiles prior to build so required apps, policies, and settings apply correctly on first boot.
- Managed Intune device properties, assignments, and configurations by user, location, and business requirement across Bay Area sites and remote WA/OR locations.

Sr. IT Specialist | San Francisco, CA June 2023 – December 2025
Hertz Corporation

- Built a PowerShell tool that automatically diagnoses and fixes duplicate Zebra POS receipt-printer entries caused by disconnects, port changes, or driver resets — validating the USB connection and ZDesigner driver and renaming the device correctly, then deployed it org-wide as a one-click self-service app for end users.
- Developed a PsExec-based remote CLI tool giving field engineers direct command-line access to desktops, removing the need to fully remote into a machine for routine troubleshooting.
- Closed approximately 900+ support tickets in 2024 and 1,200+ in 2025, more than 3x the required monthly volume, ranking #1 out of 32 technicians in tickets closed for two consecutive years.
- Created documentation and knowledge base articles to standardize support processes across the team.
- Served as a key liaison between internal teams and external vendors, coordinating technical issues, escalations, and service delivery.
- Provided advanced technical support for complex hardware, software, operating system, and endpoint issues as an escalation point for end-user support.

IT Specialist | San Francisco, CA February 2022 – June 2023
Hertz Corporation

- Supported implementation and daily management of IT solutions across multiple departments, ensuring reliable performance and alignment with business objectives.
- Provided in-person and remote technical support across a network of hundreds of computers, diagnosing and resolving hardware and software issues.
- Managed incidents and service requests through ServiceNow, documenting, prioritizing, tracking, and resolving tickets in accordance with established IT processes.

EDUCATION

San Francisco State University
Bachelor of Science, Major in Computer Science

Google Cybersecurity Professional Certificate
Training in Python, Linux, SQL, SIEM tools, intrusion detection systems (IDS), vulnerability management, threat identification, and incident response fundamentals.

TECHNICAL SKILLS

Endpoint Management: Microsoft Intune, SCCM, Windows Device Enrollment, Microsoft Entra ID
Operating Systems: Windows 10/11, Linux, macOS
IT Support: ServiceNow, Hardware & Software Troubleshooting, Remote Support, End-User Support, Device Deployment
Networking & Systems: Active Directory, TCP/IP, DNS, DHCP, Directory Services, Network Troubleshooting
Security: SIEM, Intrusion Detection Systems (IDS), Vulnerability Management, Incident Response Fundamentals
Scripting & Programming: PowerShell, Batch, PsExec, Python, C++, Java
Development & Databases: HTML, CSS, JavaScript, SQL, MySQL, Git