

MALIK MERTUS

Atlanta, GA · mertus.malik@gmail.com · malikmertus.com · [LinkedIn](#) · [GitHub](#)

SUMMARY

Identity and security engineer who runs Microsoft Entra ID for 350+ users at a mortgage lender — owning security groups, Conditional Access, MFA, and Intune device compliance, and scripting away the repetitive work (provisioning, enrollment) in PowerShell. Stepped in to replace a commercial ticketing tool by designing and shipping VANTIX in-house, and builds the Power BI reporting behind \$1B+ in loan volume. Heading into Georgia Tech's OMSCS (M.S., information-security focus) and finishing CompTIA Security+ (SY0-701).

CORE SKILLS

Identity & Security: Microsoft Entra ID (Azure AD), Conditional Access, MFA, OAuth 2.0, RBAC & security groups, Microsoft Intune (MDM / endpoint), identity lifecycle (joiner-mover-leaver)

Cloud & Systems: Microsoft Azure, Active Directory, Windows endpoint administration

Automation & Scripting: PowerShell, Python

Development: Java (Spring Boot), JavaScript, React, SQL / MySQL, REST APIs, Git

Platforms & Tools: MeridianLink LOS, Power BI, Splashtop, Adobe Admin Console, JIRA, Cherwell

Certifications: CompTIA Security+ (SY0-701, in progress) · CompTIA A+ · Linux Essentials · Google IT Support · PSM I

Languages: Spanish (fluent) · French (in progress)

EXPERIENCE

Highland Mortgage | Atlanta, GA Jul 2025 – Present

Help Desk Administrator

- Administer Microsoft Entra ID (Azure AD) for 350+ users: account and license provisioning, security-group and role management, Conditional Access policies, and MFA enforcement.
- Manage endpoint compliance and device enrollment through Microsoft Intune; automate domain join and provisioning with custom PowerShell scripts.
- Designed and shipped **VANTIX**, an in-house ticketing platform, to replace the commercial SaaS tool IT had outgrown — owning architecture, access controls, and rollout across operations.
- Built and maintain **Power BI dashboards tracking \$1B+ in loan volume** (24,000+ views), giving leadership real-time operational and pipeline visibility.
- Resolve 20+ daily incidents spanning identity, hardware, software, and networking; document and automate recurring fixes to cut repeat tickets.

Ocado Technology | Dunwoody, GA Feb 2024 – Apr 2025

IT Specialist

- Sustained 99% daily uptime across 9 fulfillment centers by monitoring and troubleshooting robotic pick stations and automated bots in a high-availability environment.

Cricket Wireless | Remote Aug 2022 – Apr 2023

Helpdesk Technician (Tier 1/2)

- Delivered Tier 1/2 support for 4,500+ retail locations on a 40-person team, holding 80% first-call resolution via remote access (RDP) and a structured 7-step troubleshooting process.

PROJECTS

[Fitness Analytics Dashboard](#) | Python, OAuth 2.0, Strava API, Power BI

- Automated ETL pipeline that authenticates to the Strava API via OAuth 2.0 with tokenized secrets handling; processes activity data in Python and publishes a live, interactive Power BI dashboard (10+ metrics).

[RAMP \(Risk-Aware Market Predictor\)](#) | React, Java (Spring Boot), MySQL

- RESTful API for tracking and analyzing market data, with custom volatility calculations and risk scoring over historical prices.

[WGUPS Package Routing](#) | Python, Data Structures & Algorithms

- CLI routing 40 packages via a greedy algorithm and custom hash table under delivery-deadline and truck-capacity constraints.

EDUCATION

Georgia Institute of Technology — M.S. Computer Science (OMSCS), Information Security — admitted, begins Fall 2026 Expected 2028

Western Governors University — B.S. Computer Science 2025

Atlanta Metropolitan State College — A.S. Computer Information Systems 2023