Rakib Rary

IT Operations & Services Lead

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PROFESSIONAL SUMMARY

IT Operations Lead with 4+ years in MSP and enterprise environments, currently leading a 10-person technical team and the company's largest client account. Advanced from Systems Engineer to operations leadership in under two years, combining hands-on Microsoft 365, Entra ID and Intune expertise with a track record of building Zendesk workflows and automations that speed up teams and make support more consistent.

TECHNICAL SKILLS

Leadership & Operations: Team management, hiring & coaching, vendor management, hardware procurement & logistics, SLA/KPI reporting, process improvement

ITSM & Documentation: Zendesk (workflow & automation design), ServiceNow, Atera, Jira Service Desk, IT Glue

Microsoft & Endpoint: Microsoft 365, Entra ID, Intune, Conditional Access, Exchange Online, Active Directory, Apple Business Manager, Google Workspace

Infrastructure & Automation: VPN, firewalls, Azure Virtual Desktop, REST API integrations, C#/.NET

PROFESSIONAL EXPERIENCE

ThinkTech IT · New York, NY

Sep 2024 – Present

IT Operations & Services Lead

Jul 2026 – Present

- Lead, hire and develop a team of 10 technicians. Partner with the CTO, VP of IT Operations and the systems and automation leads on operations strategy and the automation roadmap.
- Own the company's largest client account, overseeing 3,000+ Zendesk tickets, 2,000+ calls and 1,000+ device shipments per month.
- Direct hardware procurement, inventory and logistics, including a fulfillment team shipping 30+ devices a day and biweekly seasonal rollouts of 100+ devices and users over three-month cycles.
- Manage vendor partnerships with Microsoft, Apple Business Manager, PC Connection and Verizon to resolve escalations and keep service delivery uninterrupted.
- Redesigned Zendesk workflows (automations, triggers, views, macros and forms) based on ticket and form-usage analysis, standardizing support processes and improving technician efficiency.
- Lead automation and integration projects connecting Zendesk, FedEx, Asset Panda, M365 and HR systems, including an API-driven knowledge base migration from MyGlue and automated shipping-label and onboarding/offboarding workflows.

Team Lead

Apr 2026 – Jul 2026

- Led a 5-person Tier 1 support team, managing daily operations, workload distribution, ticket quality and escalations to Tier 2/3 teams.
- Increased per-technician ticket resolution by 20% through weekly one-on-ones focused on performance, coaching and career development.
- Built an internal training and documentation system that cut new-technician onboarding time in half and doubled new-hire productivity.

Systems Engineer Sep 2024 – Apr 2026

- Resolved 500–600 tickets a month across 20+ client companies using Microsoft 365 Admin Center, Entra ID, Intune, Google Workspace and Atera.
- Managed the full user lifecycle (onboarding/offboarding, RBAC, MDM enrollment, imaging, licensing, MFA and VPN) across multiple client environments.
- Supported network infrastructure (routers, switches, firewalls and VPNs) and responded to NOC alerts, network incidents and ISP outages.
- Owned incident resolution for business-critical client applications and documented fixes and configurations in IT Glue.

Support Engineer · Puig Jun 2024 – Sep 2024

- Cut monthly wireless costs by nearly 20% by auditing carrier usage reports and eliminating inactive and low-usage lines.
- Delivered end-user support for 100+ employees, closing ~500 ServiceNow tickets a month across M365, SAP and FortiClient VPN.
- Managed 600+ assets in AssetTiger with weekly PivotTable reporting and imaged devices through MDM so new hires were equipped on day one.
- Led Xstore POS projects for retail locations, coordinating with offshore teams on HP Engage, Verifone and Zebra hardware.

Level 1 Technician · American Info System Jan 2022 – Jan 2024

- Used ServiceNow to track moves, additions, changes and decommissioning of computer systems while maintaining accurate records.
- Serviced over 100 computers per day, including quality assurance, software installation and disconnect/reconnect support.

Assistant Program Director / Technology Coordinator · Community Mediation Services Jan 2022 – Jun 2024

- Managed 7 staff and provided STEM programming to 100+ students daily, growing registrations by 60% and daily attendance by 20%. Supported technology across program sites, including computers, printers, 3D printers and drones.

CERTIFICATIONS

CompTIA Network+ Expected Jan 2027
CompTIA Security+ Expected Dec 2027
Belkasoft Windows Digital Forensics Mar 2025
Google IT Support Professional Mar 2024

EDUCATION

B.S. Information Systems, CUNY School of Professional Studies, *Summa Cum Laude* Jun 2025
B.A. Urban Studies, Computer Science Minor, CUNY Queens College Jun 2023