

Malik Turnbull

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Summary

Technical Operations & Systems Coordinator with experience delivering technology deployments and infrastructure logistics in high-visibility environments. Managed a project portfolio of roughly \$1.6M, reduced deployment time by 15%, and kept system uptime around 99% by standardizing processes. Strong background in systems configuration, vendor coordination, troubleshooting, and cross-functional work across interactive and AV technologies. Looking to bring this experience to a technology-focused organization where operational efficiency and reliability matter.

EDUCATION

University of North Carolina at Greensboro

Bachelor of Science, Information Technology

Jan 2022 - May 2025

Greensboro, NC

EXPERIENCE

Holt Experiential

Interactive Programmer & AV Logistics Coordinator

Kernersville, NC • May 2026 - Present

- Coordinated deployment logistics and operational readiness for interactive and AV systems in high-visibility live events, ensuring all equipment was installed and tested
- Support technical execution across cross-functional teams by managing stakeholder communication and procurement of AV equipment, synchronizing system installations with deployment timelines, which reduced schedule conflicts and kept projects on track
- Assist with troubleshooting, system setup, and technical support for interactive technologies and AV infrastructure, applying network-configuration expertise and coordinating with vendors to resolve issues quickly, minimizing downtime during events
- Collaborate with internal teams to refine deployment coordination and technical readiness, creating standardized checklists that improve consistency and reduce setup errors across multiple events

Project Manager

Kernersville, NC • Sep 2025 - May 2026

- Oversaw a \$1.6M portfolio of concurrent projects, coordinated cross-functional teams and vendor partners, and managed timelines and budgets using Jira and HubSpot, resulting in on-time delivery and satisfied clients
- Coordinated project communication, gathered technical requirements, and aligned operations across internal teams, vendors, and stakeholders using Slack and n8n, which kept deployments ready and met delivery timelines
- Coordinate technology buildouts, including RFID and interactive kiosk installations, overseeing equipment procurement, subcontractor scheduling, and onsite logistics to complete deployments on schedule and meet quality standards
- Track deliverables, resource allocation, and budget performance across all accounts using Jira and HubSpot, producing weekly dashboards that improve reporting accuracy and enable proactive budget adjustments
- Collaborate with internal teams and external vendors, aligning scope, schedules, and expectations throughout the project lifecycle, which reduces scope creep and maintains on-time delivery

Interactive Developer / Technology Analyst

Kernersville, NC • Nov 2023 - Sep 2025

- Worked with 10+ clients to assess needs, define solutions, and deploy interactive technology systems, achieving an average 30% increase in user engagement across projects.
- Led installation and configuration of five technology systems, including RFID readers, touchscreen kiosks, and large-format displays, using network-configuration best practices and Basecamp for project tracking, cutting deployment time by 15% and boosting client satisfaction
- Resolved hardware, software, and network issues across live environments, maintaining 99% uptime on all deployed systems.
- Built an internal quoting tool that shortened the proposal process and brought consistency to project cost estimates across the team.
- Tracked software license renewals across all active platforms, ensuring no lapses in compliance or service continuity.
- Configured Windows and Linux systems, troubleshooted hardware, set up LAN/Wi-Fi networks using Basecamp and n8n workflow automation, and provided user support, keeping interactive kiosks running smoothly and reducing support tickets

Service Technician

Kernersville, NC • May 2022 - Nov 2023

- Set up, configured, and maintained technology systems across live event environments, ensuring equipment was operational before and throughout each event.
- Performed on-site troubleshooting for display, audio, and interactive systems, resolving technical issues under time constraints.
- Coordinated freight delivery, equipment staging, and warehouse preparation with logistics and cross-functional teams, applying procurement and risk-management processes to ensure all resources arrived on time and events launched without delay

Independent Contractor

Front-End Developer

Greensboro, NC • 2020 - 2022

- Designed and built responsive websites and web interfaces using HTML5, CSS3, and JavaScript (React) for clients in multiple industries, handling each project from brief to final delivery, which improved user engagement and ensured on-time completion
- Managed client relationships, set realistic timelines, gathered feedback through review cycles, and delivered polished final products on schedule.

SKILLS

Technical Operations & Coordination: Deployment logistics, Scheduling, Vendor coordination, Procurement, Risk management, Jira, Basecamp, HubSpot

Technology & Systems: System configuration, touchscreen interfaces, RFID, interactive kiosk deployment, hardware setup, peripheral integration, n8n, Power Automate

IT & Technical Support: Network configuration, hardware troubleshooting, system setup, software license management, user support

Development: HTML, CSS, JavaScript, React, responsive web design, workflow automation

Client & Team Management: Requirements gathering, stakeholder communication, cross-functional coordination, vendor relations

CERTIFICATIONS

- CCNAv7: Cisco
- Microsoft Office Specialist (MOS): Microsoft
- Responsive Web Design: freeCodeCamp