

PERSONAL STATEMENT:

I am an organised, hardworking individual who is focused and has the determination to get tasks done to the highest standard, with an eye for detail. I enjoy a challenge and thrive on reaching targets. I am self-motivated and work well as both part of a team and as an individual. I enjoy interacting with people and excel in helping others whenever possible.

EMPLOYMENT AND WORK EXPERIENCE:

My specialties are in Intune and Autopilot deployment, as well as SharePoint configuration. I'm also proficient in intermediate Azure functions, basic WatchGuard maintenance and full UniFi setup and deployment.

Inkfire Tech – Freelancer

July 2021 – Present

In July 2021, I setup Inkfire Tech to provide IT support to businesses, freelancers and individuals. This includes things like configuring and deploying Microsoft Intune, providing day-to-day support, stepping in to assist other MSP's when they need assistance, and setting up Smart Home tech. I've worked with global organisations, as well as one-man-bands and everything in-between.

- Implementing Microsoft Intune to secure devices containing sensitive data
- Configuring Microsoft Autopilot to make enrolling new company devices quick and simple
- Deploying Microsoft Defender policies through Microsoft Endpoint Manager
- Configuring Conditional Access policies to restrict user logins and decrease the potential for account breaches
- Managing the Azure Active Directory for multiple clients
- Automating the user onboarding/offboarding process
- Running training sessions for staff in the use of Microsoft 365, Intune and Azure
- Running phishing attack simulations to train users and increase awareness
- Supporting start-up companies, setting them up with the Microsoft suite
- Working with other freelancers to help businesses securely and confidently plan their growth strategies
- Providing support to MSP's as and when required, including site-visits and assisting on the helpdesk
- Setting up Smart Home tech for households, including Amazon Echo, Eufy RoboVac, TP-Link lights and sockets etc.

I was brought onboard with IT Perfection after doing some freelance work for the company. I was their first employee, so I have been able to build on my skills and knowledge rapidly, as well as take on multiple projects and provide customers with the service they deserve. My first project was to configure and document an Intune setup for a global company with over 30 sites and 1,000 members of staff.

- Running the business day-to-day
- Keeping to the business' core values
- Re-working the pricing structure to be more manageable
- Up-selling existing clients on new and beneficial hardware/software
- Building and maintaining relationships with 150~ clients over more than 40 companies
- Networking through groups and social media
- Configuring Intune for multiple companies
- Onboarding new companies from start to finish, keeping everyone updated on progress and issues
- Migrating clients from File Servers to SharePoint systems

Support on the Spot, Portsmouth

May 2019 – July 2021

During my time at **Support on the Spot, Portsmouth**, I fulfilled many job roles to a lesser or greater extent but have only explained further my main 3 roles. These roles included:

- Service Desk Technician
- Senior Service Desk Technician
- Infrastructure Engineer
- Purchasing Assistant
- Sales Consultant
- Projects Administrator
- Marketing Assistant

Support on the Spot, Portsmouth – Infrastructure Engineer

May 2020 – July 2021

- Upgrading systems for clients – migrating from RDP Terminal Servers to Azure WVD environments which I built.
- Migrating clients from RDP Terminal Servers to local machines, using SharePoint, Teams and OneDrive.
- Delivering fully functional SharePoint solutions to multiple clients.
- Managing projects from first point of contact to completion.
- Maintaining, updating, and improving servers to ensure a smooth user-experience.
- Providing/creating handover training and documents.
- Onboarding new clients from technical pre-sales to account management.
- Working closely with Microsoft Support to resolve issues with products such as Office, FSLogix and Intune.
- Mobile Device Management – I use Intune to manage Windows, Android, iOS and MacOS devices for multiple companies.
- Basic WatchGuard functions – whitelisting/blacklisting IP addresses, creating a VPN and resetting a device so it's ready to import a new setup.
- Sending and responding to Customer Satisfaction surveys.

- Communicating directly with clients to resolve 3rd-line issues they were experiencing.
- Liaising with the Service Desk to find the causes of common issues they faced and then working on a Change Management plan with the other Infrastructure engineers to rectify them.

Support on the Spot, Portsmouth – Senior Service Desk Technician January 2020 – May 2020

- As well as the roles outlined under Service Desk Technician:
- Managing a team of technicians where required.
- Assisting with onboarding new clients.
- Creating handover training and documents.
- First, Second and basic Third-line support work.
- Liaising with the Infrastructure team on behalf of the Service Desk.
- Working closely with financial software, recruitment databases, construction clock-in/out software and SQL databases.
- Improving our internal systems to maintain our ISO27001 certification.
- Assisting in maintaining the backup and disaster recovery solutions through Veeam.
- Setting up, installing, and maintaining UniFi systems for clients – cloud key, switches, and access points.

Support on the Spot, Portsmouth – Service Desk Technician May 2019 – January 2020

- First and Second-line support engineer.
- Telephone and email-based customer service.
- Assisting clients from over 20 companies with day-to-day IT issues.
- Connecting clients to company resources using VPN's.
- Supporting users on local machines, Windows Virtual Desktop (Azure) and Windows Server (various versions) environments.
- Building, repairing, destroying, and installing hardware for clients.
- Site-visits to engage with clients in training, hardware installation and setting up new offices.
- Mass device cloning with CloneZilla.