

## Profile

I've had the privilege of working and developing at Advanced for several years. Since joining the Enterprise Mobility and Workspace Squad, I have become a subject matter expert and specialist in Modern Desktop technologies, through this I have helped drive productisation, implementation and support of Microsoft 365 services. I have supported a variety of customers operating within managed service environments and SIAM support models to meet their specific needs. Overall I would describe myself as a hardworking dedicated individual who always strives to complete any given task to the best of my ability no matter what obstacles are in the way.

## Work Experience

### ONEADVANCED

#### Modern Desktop Team Leader - (Oct 2022 – Present)

- Manage and mentor my direct reports, acting as both a point of escalation and facilitator to overcome issues where obstacles arise and encouraging their personal development
- Provide a summary of key achievements and issues to business stakeholders each month and support the development of reporting metrics for Key Performance Indicators (KPIs)
- Support, maintain and help implement Microsoft 365 and Microsoft Modern Workplace based solutions, driving continual service improvement, best practices, and iterative efficiencies.

#### Senior System Engineer - (Mar 2021 – Oct 2022)

- Provide 3rd line support, acting as a final point of escalation from staff for complex support issues, owning them through to resolution
- Responsible for managing the teams workload, ensuring tickets are assigned and completed within SLAs, reporting on the teams performance and identifying aged and dormant tickets to be targeted
- Provide recommendations to key stakeholders around the commercial and security impact of changes, whilst simultaneously ensuring their technical roadmap is inline with their business requirements
- Design and implement solutions to automate standardised reporting dashboards and improve the level and quality of information we review for our clients and significantly reduce manual reporting across the business

#### System Engineer - (Nov 2018 – Mar 2021)

- Provide 3rd line support, maintain and help implement large-scale physical and virtualised server infrastructure, coupled with cloud services with a particular focus on Microsoft 365 and Azure Services
- Test Disaster Recovery solutions and secure devices through OS and applications patching processes
- Plan out of hours maintenance activities and cover a 24x7x365 oncall shift rota
- Take ownership of complex problems, provide workarounds and identify root causes
- Present and review changes at internal and client Change Action Boards
- Implement solutions which drive automation to reduce the time spent by the business on tasks. Additionally to refine and innovate current solutions and processes

#### Senior Service Desk Analyst - (Apr 2017 – Nov 2018)

- Provided 2nd line support to all clients (200+) as part of the Advanced 365 Service Desk team
- Deployed numerous automated powershell scripts as part of continual service improvements
- Provide end user support and maintenance into the client infrastructure to increase efficiency and stability of services
- Helped with an ISO 270001 Information Security Management external audit
- Reviewing/sign off for Service Take On (STO) and assisting with multiple Windows 10 and O365 client Migrations

#### Service Desk Analyst - (Oct 2015 – Apr 2017)

- Provided 1st/2nd line support to multiple high profile clients and deliver an exceptional level of customer service and satisfaction
- Produced detailed and easy to follow documentation and runbooks and provided technical training to new Service Desk staff members
- Work in an ITIL framework environment

## Key Strengths and Achievements

- Received the Advanced Top Achievers Club 2023 award
- Technical Reviewer of '2030: Microsoft Intune Administrator' book
- First aid training in and out of water for 5 years
- Obtained a UK Government Security Check (SC)

## Certifications

Microsoft Certified: Security, Compliance, and Identity Fundamentals - 2023  
Microsoft 365 Certified: Modern Desktop Administrator Associate - 2023  
Microsoft Certified: Power Platform Fundamentals - 2022  
Microsoft Certified: Azure Fundamentals - 2019  
Microsoft Certified: MTA - Networking Fundamentals - 2016  
Microsoft Certified: MTA - Security Fundamentals - 2016  
Microsoft Certified: MTA - Windows Server Administration Fundamentals - 2016  
City and Guilds Level 3 for ICT Systems and Principles for IT Professionals - 2016  
City and Guilds Level 3 Diploma in ICT Professional Competence - 2016  
ITIL v3 Foundation Certificate in IT Service Management - 2015  
A level's - The Cardinal Wiseman Sixth Form - 2015

## Languages

Powershell	Expert
<div></div>	
HTML5	Expert
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CSS3	Expert
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Bash	Proficient
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Python	Proficient
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Git	Proficient
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SQL	Competent
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