

Bradley Pickering, MBCS, MloL

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Notice Period: 3 months

Summary

A proactive IT professional with strong leadership, technical expertise, and a structured approach to task planning. Proven ability to manage large teams (~100), ensure business compliance, and prioritise workloads effectively. Committed to customer service and adaptable to changing demands. DBS cleared and eager to learn, improve, and receive constructive feedback.

Extensive experience with the Microsoft stack, including M365, Azure, and Windows management (client 10/11, server 2003-2022). Skilled in Active Directory, file servers, Exchange (on-premises & online), IIS, PowerShell, AOVPN, and DNS/DHCP management. Expertise in Azure Identity Governance, Arc & Update Manager, and certificate/client secret renewals. Proficient in MDM (MobileIron, SCCM, Intune), task sequence & autopilot. Strong scripting ability in PowerShell & Batch, using Git/GitHub for source control. Skilled in writing documentation held in SharePoint, Confluence, and traditional file servers.

Experience

Senior Technical Services Analyst – New Look Retailers Ltd (February 2025 – Current)

- Technical authority for infrastructure operations, overseeing Azure, Windows Server (DNS/DHCP), Active Directory (GPO), and FTP, ensuring optimal performance and security.
- Architected & led the WMF framework upgrade for legacy OS, enabling Azure data collection integration and ensuring long-term scalability.
- Developed & delivered PowerShell training, equipping IT teams with automation expertise and advancing operational efficiency.
- Principal lead for security hardening post wider cybersecurity incidents (April 2025), coordinating remediation with internal and external cybersecurity experts.
- Implemented Tenable Identity Exposure monitoring, proactively identifying risks and driving corrective actions to ensure compliance.
- Provided strategic mentorship to junior team members, developing both technical acumen and leadership skills.
- Led cross-departmental initiatives, collaborating with teams across IT, security, and operations to drive efficiency and innovation.
- Directed cloud identity & access management, shaping governance policies and ensuring secure authentication frameworks within Azure Entra ID.
- Worked in parallel with the other Senior to manage the day-to-day running of the Technical Services team, heading escalations and service management communications.

Technical Services Analyst – New Look Retailers Ltd (December 2023 – February 2025)

- Oversaw server and storage management in a hybrid 24/7 environment.
- Supported M365 & enterprise applications, ensuring stability and availability.
- Led data centre operations, handling access, upgrades, and hardware maintenance.
- Provided 3rd-line infrastructure security support and PowerShell automation.
- Managed FTP transfers via MOVEit for internal and external stakeholders.

Infrastructure Security Analyst – New Look Retailers Ltd (July 2023 – December 2023)

- Managed OS patching, balancing security and operational impact.
- Onboarded Windows Server 2012R2+ into Microsoft Defender.
- Led SentinelOne AV deployment for legacy Windows Server OS (2003-2008R2).
- Researched & implemented Azure Arc, leading managed server integration.
- Independently researched, deployed & optimized Azure Update Manager for automated server patching.
- Assisted cybersecurity remediation post-Purple Team event.

End User Computing Analyst – New Look Retailers Ltd (March 2022 – July 2023)

- Managed hardware provisioning & asset tracking (500+ users) via MDM & ServiceNow.

- Provided remote & desktide IT support across the UK.
- Maintained M365 & hybrid Active Directory environment.
- Served as key escalation contact for iPad & Surface tablet incidents.
- Acted as interim team lead, managing ticket escalation and VIP incidents.

First Line Support Analyst – New Look Retailers Ltd (August 2021 – March 2022)

Shift Manager – McDonalds (T/A Lewco Holdings) (November 2017 – August 2021)

Achievements

- Assisted implementation of new PKI infrastructure, encompassing Windows, Mac, iPad, and Android devices.
- Configured and maintained new AOVPN solution using new PKI infrastructure.
- Researched Azure Arc and Azure Update Manager solutions to enable ESUs and to replace automated patching solution. Onboarded all supported servers into Arc and designed and implemented Azure Update Manager in conjunction with dynamically scoped maintenance configurations.
- Migrated from on-premise SBCs to externally managed, cloud SBCs.
- Coordinated with Microsoft and internal stakeholders to clarify license requirements for new F1 users, and deployed solution to 1300 users, ensuring OWA access was automatically disabled.
- Reviewed current M365/Azure RBAC access, and re-evaluated utilising custom roles for multiple IT teams - following principal of least privilege.
- Debugged and rewrote VBA code for automation of daily Service Desk task.
- Physically implemented network infrastructure upgrade in combined office/datacentre environment servicing approximately 500 staff.
- Designed and implemented a company-wide rollout of Windows Hello for Business including coordinating change approval, business communications, and ethical/data protection considerations as well as the Intune profile management.
- Tested and deployed USB migration for Surface Hub 2S devices.

Certifications

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| • Microsoft Identity and Access Administrator Associate (SC-300) – June 2025 | • Level 3 Safeguarding Children - September 2023 |
| • Microsoft Teams Administrator Associate (MS-700) - July 2024 | • Microsoft Security Administrator Associate (MS-500) - June 2023 |
| • King's Scout Award - July 2024 | • Microsoft Security, Compliance, and Identity Fundamentals (SC-900) - February 2023 |
| • Level 3 Portable Appliance Testing - June 2024 | • Microsoft 365 Fundamentals (MS-900) - Dec 2022 |
| • Level 3 Outdoor First Aid - April 2024 | • Microsoft Azure Fundamentals (AZ-900) - Oct 2022 |
| • ITILv4 Foundation - February 2024 | • VFQ Foundations - (Mar 2022) |
| • Microsoft Azure Administrator Associate (AZ-104) - January 2024 | • The Scout Association Wood Badge - Nov 2020 |
| • Gold Duke of Edinburgh - January 2024 | • McDonald's Shift Leadership Course - Nov 2017 |
| • Level 2 Food Safety and Hygiene - September 2023 | • Full UK Driving License (clean) - Apr 2017 |

Skills

- Accomplished in managing and supporting Microsoft stack.
- Robust experience with PowerShell scripting.
- Proficient in Microsoft Teams to ensure seamless communication in the modern workplace.
- Utilisation and management of Windows, MacOS, and Linux operation systems.
- Experience with Azure Arc implementation, and design and configuration of Azure Update Manager.
- Strong problem-solving skills and pattern recognition.
- Excellent customer service and client liaison abilities.
- Understanding and experience with change management best practices.
- Management of virtual compute through VMware vSphere and Windows Admin Center

Volunteering

Trustee Board Member – The Scouts [Weymouth South Scout Group, Weymouth and Portland Scout District, Dorset Scouts] (August 2017 – Current)

- Supported varying levels of the organisation with governance and financial decision-making, oversight, and advice.
- Championed youth views across District and County level Scouting.
- Shared responsibility for overall risk, finances, and compliance

Youth Lead – The Scouts [Weymouth and Portland Scout District, Dorset Scouts] (August 2017 – Current)

- Support teams across the District and the County to work together and deliver programme in line with organisational policies and rules.
- Particular focus in championing the views of young people to ensure Scouting accurately reflects them.

Jamboree Unit Member – The Scouts [Dorset Scouts] (September 2025 – Current)

- Responsible for coordinating the selection, training, and experience of 36 young people attending the World Scout Jamboree in Poland.

References

References are available upon request

Technical Knowledge Summary

Operating Systems

- Windows 10, 11
- Windows 2003 – 2022 server
- MacOS
- Ubuntu, Debian (basic)
- iOS/iPadOS

Administration Services

- Active Directory
- Exchange 2016
- Exchange Online
- IIS 7 – 10
- Cohesity Backup Solution
- Intune
- Microsoft Teams
- SSL Certificates
- Azure
- SSO
- Microsoft 365
- SCCM and MECM
- DNS
- DHCP
- Progress FTP Solutions

Scripting and Design

- Windows Batch Script
- Visual Basic for Applications (basic)
- PowerShell
- Python (basic)
- Bash
- Power Automate (basic)
- HTML, CSS and JS (basic)
- KQL (basic)

