

Bradley Pickering, MBCS, MloL

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Notice Period: 3 months

Summary

A keen and competent individual with a friendly personality who can work strongly alone or in a team to confidently meet deadlines. Proven experience of managing large numbers of staff (~100), compliance in business practices, and structured task planning. Strong focus on customer service, and able to dynamically re-prioritise any workload to ensure tasks are completed in a manner relevant to their impact and urgency. Excited to approach new challenges and learn new things and always looking to receive constructive feedback. DBS cleared.

Extensive experience with the Microsoft stack, including M365 and Azure. Proficient in Windows management across both client (10/11) and server (2003 - 2022) environments, including Active Directory, file servers, Exchange (on-premises and online), IIS, PowerShell, and AOVPN. Experienced in managing DHCP and both internal and external DNS. Demonstrated expertise in Azure, particularly in Identity Governance, integrating Arc and Azure Update Manager with on-premises servers, and handling certificate/client secret renewals. Skilled in MDM using MobileIron, Configuration Manager, and Intune (co-managed and independent), with proficiency in task sequence and autopilot. Adept at writing and updating documentation for new and existing processes, hosted on traditional file servers, SharePoint, and Confluence. Strong scripting abilities in PowerShell and Windows Batch Script, utilizing Git and GitHub for source control where appropriate.

Experience

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

- Increased responsibility for infrastructure management tasks, including the areas detailed below. Such as cloud (Azure), Windows Server (DNS, DHCP), Active Directory (GPO), FTP.
- Took lead on project to update WMF framework for legacy OS to be able to onboard servers into an Azure data collection rule.
- Worked with the Infrastructure Technical Lead, the Network, Cloud, and Infrastructure Manager, and my senior colleague to define and develop infrastructure policies around technical process and ways of working.
- Coordinated PowerShell training courses with relevant teams across the department to upskill and empower colleagues.
- Principal infrastructure analyst working on security hardening after retail-focused cybersecurity incidents (April 2025) in conjunction with internal cyber team and knowledgeable 3rd parties.
- Implemented Tenable security posture monitoring systems and took corrective action regarding infrastructure concerns.

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

- Accountable for delivering and maintaining servers, storage, and services in a hybrid, 24/7 environment.
- Supported the business in the absence of the Infrastructure and Operations Platform Lead, and the Head of IT Service.
- Created, managed, and decommissioned servers running on VMWare and Azure Stack HCI (managed through Windows Admin Center).
- Responsible for M365 and other enterprise application support and management.
- Principal responsibility for the onsite data centre based in the Weymouth office, coordinating with facilities, 3rd parties; the network team; and the Network, Cloud, and Infrastructure Manager regarding required access and equipment upgrades. Responsible for hardware fault finding and rectification in the on-site data centre.
- Principal contact in 3rd line support team for infrastructure security engineering.
- Developed, tested, and troubleshooted PowerShell scripts for utilisation by 2nd and 3rd level teams.
- Supported FTP requests from internal and external stakeholders using Progress Software solutions (MOVEit transfer and MOVEit automation), as a one-off or reoccurring basis.
- Implemented EMS solution for on-site data centre, including monitoring and alerting.

- Oversaw and mentored 1st and 2nd level teams with day-to-day incidents. Onboarded new 3rd line staff into the infrastructure team.
- Coordinated with internal and external project teams to roll out new technologies to business users.
- Took ownership of Azure identity and access management, working with the internal cyber team.

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

- Managed the manual OS patching of all on-premises Windows servers, ranging from Server 2012R2 through Server 2022.
- Designed a patching schedule to plan and track server updates, balancing security guidelines with operational impact.
- Coordinated with teams across the business to onboard all Windows Server 2012R2 and newer into Microsoft Defender.
- Managed project to implement SentinelOne AV onto legacy Windows Server OS (2003 - 2008R2), utilising internal and external resource teams.
- Researched and adopted Azure Arc into company infrastructure and took the lead on maintaining managed servers.
- Investigated and implemented Azure Update Manager to automatically update non-critical on-premise servers.
- Assisted with remediation cybersecurity actions after coordinated Purple Team event.

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

- Took responsibility for repairing, provisioning, managing, and asset tracking end-user hardware in the Weymouth and London offices (500+ users) including laptops, tablets, and mobile phones utilising an MDM solution and ServiceNow.
- Supported business users both desktide and remotely across the country with a range of software and hardware issues.
- Created and distributed support documentation and user guides to customers and stakeholders across the business.
- Supported the M365 stack including Intune, Exchange, Office, Entra ID, and Teams.
- Managed users and groups in a hybrid Active Directory and Exchange environment.
- Principal contact for any escalations from the Service Desk for iPad and Surface tablet incidents.
- Stepped up to lead a remote team when the End User Computing Manager was unavailable, including handling ticket escalation, VIP incidents, and 3rd-line liaison.

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, and Android devices, ensuring functionality in office and over AOVPN.
- 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.

Education

Certifications

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

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

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)

