
Billy Morrison

Infrastructure Engineer

Glasgow, Scotland



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Personal Profile

Self-driven Infrastructure Engineer with over 6 years hands-on experience in the IT industry. Skilled in developing and managing Azure hybrid environments utilizing the benefits of self-hosted and cloud solutions to save companies time and resources. Passionate about staying up to date with the latest cloud technologies and eager to learn more.

Experience

Infrastructure Engineer - *Peak Scientific*

Aug 2022 - Present

- Automated parts of the IT onboarding process using Powershell, Entra AD and Azure Automations, saving around 30 minutes per new start, streamlining the process and reducing pain points.
- Utilized Power Automate to extract data manually from legacy SAP S4 systems. This was done under tight deadlines and saved the business a potential fine of over £50k from a third-party host.
- Held in person and online training presentations around Bing Chat / AI for company employees to aid their use of the newly released product.
- Communicated with external suppliers and internal stakeholders to implement LanSweeper asset management system for all devices on our Azure tenant.
- Connected LanSweeper to our ZenDesk help desk instance via the creation of a ZenDesk app using HTML, JS and API calls using Python. Agents could then view user asset info at a glance which aided troubleshooting and saved time.
- Implemented a monitoring solution for global site internet lines using Azure Web Services and uptime-kuma.
- Handling third line service desk tickets and escalating to vendors when needed.
- Communicating with internal stakeholders to outline internal business SLA requirements and ensuring service desk keeps to SLAs by guiding the team and being a go to point of contact.
- Appointed as mentor to apprentice new start in the IT team due to past experience with the apprenticeship program.

Technical Remote Specialist II - *DXC*

Aug 2021 - Aug 2022

- Provided excellent, customer-focused second line IT support to over 10,000 customers within the UK.
- Worked with a secure client, holding SC security clearance and handled confidential information regularly.

- Worked within a large corporate environment, communication and teamwork was key as the role was fully remote.
- Used Active Directory for both user and computer management.
- Created and maintained documentation for the service desk at both first and second line levels.
- Meticulously kept within ticket SLAs across the board.
- Dealt daily with complex issues on legacy systems.
- Exchange Server users administration.

System Administrator - *Scottish Leather Group*

Aug 2019 - Aug 2021

- Created and maintained corporate golden image via Microsoft Deployment Tools and Windows Deployment Services.
- Responsible for user creation in O365 and Active Directory. As well as inducting all new employees into the business, introducing them to the IT team and guiding them on how their IT equipment operated.
- Liaising with external suppliers to ensure hardware and software met requirements of the business.

Apprentice IT Engineer - *Scottish Leather Group*

Aug 2017 - Aug 2019

- Dealt with all first line calls from users.
- Carried out daily backup and server checks both physically and remotely.
- Kept an up to date stock sheet on all outgoing / incoming user equipment.

EDUCATION

QA Apprenticeships - 2019

IT and Telecommunications Professionals Level 8