# Charlie Mansell

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## SUMMARY

Charlie Mansell is an experienced candidate with a strong passion for problem solving, systems engineering and automation, with a background translating business problems into robust IT solutions. Charlie brings expertise in Cloud & System Engineering, cloud integration and deployment, and corporate tech such as Active Directory. As a natural communicator and mentor, Charlie excels in managing stakeholders and providing guidance to junior team members. With a desire to contribute to a growing business, Charlie's knowledge of various ICT technologies and enterprise-level experience make them an ideal fit for your business.

## EXPERIENCE

### Senior Operations Officer

**Queensland Government Customer and Digital Group**

📅 05/2024 - Present    📍 Brisbane, Australia

The Queensland Government Customer and Digital Group leads and drives a more digitally enabled and responsive government, whilst facilitating simple and effective access to services for all Queenslanders.

- Implemented and migrated our corporate file services to Azure Files, whilst adhering to critical goverment security policies
- Demonstrated a strong ability to navigate rigid change processes to help the business understand the financial and ICT value in modernizing our technology stack through various types of project based implementations
- Collaborated with cross-functional business partners & vendors to design and implement an Azure Landing Zone, and to migrate legacy infrastructure from a VMware-hosted environment to Azure. The planned optimized architecture will reduce three-year total cost of ownership (TCO) by $3.5 million through efficient resource management and best-practice deployment strategies
- Demonstrated a strong ability to quickly build positive relationships with various stakeholders across the entire business, and understand which aspects of the business need to be leveraged to instill change
- Acted as the one of the most senior escalation points for the entire department, and resolved critical incident events, in a timely manner to ensure business continuity, across cross-functional teams
- Automated various daily administration tasks to reduce and lower the administrative overhead of the entire team
- Through the use of PowerShell, I was able to automate a critical business process that ensured we could respond and scale for state-wide public disasters with increased accuracy and reduced timelines

### Sole Trader

**CMDevelop**

📅 05/2024 - Present    📍 Remote

Providing IT Solutions, Software Engineering & Automation, Information Security to empower clients potential.

- Currently re-engaged by Strategic Group as a consultant to re-design and standardize their Microsoft 365 deployment standards in alignment with CIS best practices. Developing a project-based delivery model and implementing automation through custom configuration-as-code to optimize project timelines and reduce internal project costs.
- Developing & Building custom Azure / M365 Configuration as Tool Applications, using React/Node.js & MS Graph API's to market towards MSP's.

## KEY ACHIEVEMENTS

🏅 **2022 & 2023 Strategic Group Value Champion**

Awarded Strategic Group Value Champion for two years running for embodying company values such as; Teamwork, Reliability, Passion, Integrity and Care.

🖥️ **Programmatic Process Improvement**

Through the use scripting I was able to significantly improve team efficiency by designing an SOE Deployment Script, Automating AD / AAD User Onboarding & M365 Business Premium Tenancy Deployment Script

👍 **Customer Service Appraisals**

I received positive customer satisfaction ratings for my exceptional customer service & account management. This led to an increase in referrals and helped generate more business.

## SKILLS

### Personal Qualities / Skills

| Independant Worker | Proactive Learner |
| Career Driven | Consistently Self Improving |
| Accountable | Time Management |
| Strong Communication Skills | |
| Current Open Driver's License | Team Player |

### Microsoft Skills

- Microsoft Server 2003 - 2022
- On Premise / Hyper-V    Group Policy
- File Shares / NTFS
- Hosted Exchange Administration
- Microsoft 365 Administration
- Sharepoint Administration
- Microsoft Azure Administration    AD / AAD
- IAM Best Practices    Intune / Autopilot
- M365 / Azure Security    PIM / JIT    SCCM

# EXPERIENCE

## Technical Account Manager

**Strategic Group**

📅 06/2023 - 05/2024  📍 Remote / SEQ

Strategic Group is a Managed Service Provider offering Private Cloud, Security and Managed IT Solutions for Clients across Australia, in the Finance Sector.

- Served as a dedicated Technical Account Manager for a large portfolio of clients, ranging from 50-300 seats. This involves working with stakeholders directly to transform their business goals into sound operational IT outcomes.
- Strong ability to quickly build positive relationships with various stakeholders.
- Advised, sold, lead and implemented various types of projects, ensuring correct planning to meet the clients needs, costs and expectations. These include; Hosted Exchange to M365 / Exchange Online Migrations, Cybersecurity Audits, On-Premise to VMWare Private Cloud Migrations, Windows Server Environment Upgrade (2003-2022), M365 / Public Cloud Migration & more.
- Served as a Subject-Matter Expert for M365 and Azure Cloud services across the company, providing analysis and advice to both internal colleagues and our clients stakeholders to provide secure and robust M365 Services, using the full feature set.
- Through the use of PowerShell & MS Graph, I was able to automate our M365 Standard Deployment, including Intune, Exchange & Entra best practices, which resulted in a 10% increase in productivity throughout project delivery and provided a consistent SOE across our client base.
- Acted as the most Senior escalation point for my client base, and resolved critical incident events, in a timely manner to ensure business continuity.
- Regular after hours work to ensure that client systems are secure, including Windows Server OS Patching, Application Patching, SQL Upgrades, Network Firmware Installations & more, to minimize business interruptions.
- Analysis of current system data and service level availability statistics to help ensure SLA's have been met across the entire client base within QLD.

## IT Support Engineer

**Strategic Group**

📅 03/2022 - 06/2023  📍 Remote / SEQ

Strategic Group is a Managed Service Provider offering Private Cloud, Security and Managed IT Solutions for Clients across Australia, in the Finance Sector.

- Provided exceptional IT support for thousands of users, across our 350+ clients, ensuring minimal downtime for the business. These requests ranged from support levels of 1-3+, across multi cloud & on-premise environments.
- Consistently meeting KPI's, and billing the highest amount of work out to clients in 2022.
- Coached other members of the service desk, to organically produce growth, reach our overall team targets and ensure SLAs were met. This helped bring a better culture to the entire Service Desk Team.
- Resolved and reacted promptly to outage incidents, zero-day vulnerabilities and supplied incident reports to clients / stakeholders if necessary.
- Created and maintained technical documentation as required.
- Participated in 24×7 call roster for emergency requests.

## Additional Experience To be Provided on Request

**CoAct / Lucidity IT / Lucid Multi Cloud**

📅 02/2020 - 03/2022

# CERTIFICATION

**Microsoft Certified: Identity and Access Administrator Associate**

**Microsoft Certified: Security, Compliance, and Identity Fundamentals**

**Microsoft Certified: Azure Fundamentals**

**Microsoft 365 Certified: Fundamentals**

**Various Microsoft Applied Skills Certificates**

# SKILLS

## Networking

**Various Firewall Product Experience**

**Fortinet**  **VLANS**  **Switching**  **Wireless**

**Printing**  **Firewall**  **VOIP**  **DNS**

**DHCP**  **WAN / LAN**

## Other

**ITSM / ITIL Principals**

**Multi Cloud Experience**

**PowerShell / Batch Scripting**  **Anti-Virus**

**VMware**  **PSA / RMM Experience**

**DevOps Mentality**