

## Profile

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Microsoft Certified individual with a passion for the modern IT industry, proficient in various leading cloud, virtualization and compute technologies including Azure, vSphere and Windows Server. Technical skills obtained through various 'home-lab' scenarios and exposure with systems in the industry. Exceptional interpersonal skills with a background of previous customer-facing helpdesk support. Now working with cloud solutions on Microsoft Azure for the future of modern technology.

### Technical Proficiencies:

**Platforms:** Microsoft Azure, VMware vSphere

**Tools:** GitHub Actions, Azure DevOps Pipelines, Git, Ansible, Arcserve Backup, Azure AD

**Languages:** PowerShell, Python, Bash scripting

## Professional Experience

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**Senior IT Technician** | Furness College, Barrow-in-Furness, Cumbria

**March 2020 – Present**

Maintaining and administering most of the College's infrastructure, with a focus on cloud and virtualisation. Working directly with the IT Manager and the Network Lead on implementation of new servers, software and other service improvements. Occasional support of helpdesk technicians with issues that require escalation, providing training where necessary.

- Management, monitoring and configuration of vital college infrastructure, including Microsoft Azure, VMware vSphere, Microsoft 365 and Citrix XenDesktop. Point of contact for all cloud related solutions, including designing and implementing infrastructure for projects.
- Tech lead for a new mobile app for students, tying into new and existing Azure and on-prem infrastructure. Providing a new platform for student success and adopting modern ways of learning through availability on all device types.
- Regular server configuration and maintenance done through modern automation technologies such as Ansible and PowerShell, tools used where appropriate for server configuration and maintenance.

**IT Helpdesk Technician** | Furness College, Barrow-in-Furness, Cumbria

**December 2019 – March 2020**

Providing first line IT support to students and staff on campus, ensuring technical issues are resolved when they arise and handling tickets submitted by staff, escalating them when necessary.

- Provided over-the-phone and remote desktop support to staff and students to resolve issues in a timely fashion, resolving approximately 80% of first-line support calls without the need for escalation.
- Assisted senior technicians in the planning and execution of various hardware installations across multiple campuses, resolving both major and minor technical issues that arise throughout the deployment.

## Education

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**Foundation Degree in Computing, Pass with Distinction**

**Graduated 2020**

University of Cumbria, situated at Furness College

## Certifications

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*Microsoft Certified: Azure Administrator Associate – **Certification ID available on request.***

*Microsoft Certified: Azure DevOps Engineer Expert – **Certification ID available on request.***