

# MARK BAILEY

Phone: 07557020972  
Markabailey85@gmail.com

60 Oakfield Rd  
Bristol, BS8 2BG

## PERSONAL STATEMENT

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Currently residing in Bristol, I am looking to move back to the North West, closer to where my family is and where I want to start my family. I am a hardworking pragmatic individual, I pride myself on my ability to solve problems, using a logical, levelheaded approach. Seen as a key team member, I am equally adept when working alone and I endeavour to see out projects from start to finish.

I have a passion for IT and have thoroughly enjoyed my time with Western Global and the freedom it has given me to venture in all areas of IT, from sys admin, DevOps, networking, procurement, developing apps and rolling out new software and the challenges that brought on.

During my time at Western and previously at Leidos, I have become heavily involved with the management and administration of SharePoint both on premises (Leidos) and predominantly SharePoint Online (Western Global). At Western, I rebuilt the entirety of the system. I took over a disorganised system and rebuilt it from scratch, creating logical security groups, applying them to relevant sites, pages and libraries, to create a clear straightforward site that all users use, securely. I have also worked with different line managers on building lists, forms and libraries within SharePoint for their needs, also developing PowerApps apps for this use along with using Flow to build workflows for different functions on SharePoint and elsewhere.

During my time at Western we took the decision to move from Skype for Business to Teams. I have been at the forefront of rolling out Teams globally, to our users in the UK, Canada, the US, Dubai and Poland. I am the administrator for our Teams system, using both PowerShell and the Teams admin centre. I have also integrated our VOIP system into Teams, originally a PBX system, which has caused quite a few challenges I have had to overcome.

I have also been in the sole charge of managing our Azure environment. Migrating all users from on premises domain to Azure Active Directory in a hybrid environment. I have built Intune policies for configuration and compliance and built AutoPilot policies for new machines.

## QUALIFICATIONS

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- 8 GCSE's C and above including Maths & English
- Foundation Degree in Computing
- ITIL Foundation v3.2
- Cisco IT Essentials 5.0
- European Computer Driving License + Extra
- Full BPSS and SC clearance
- DBS clearance

## RELEVANT EMPLOYMENT HISTORY

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### **August 2017 - Present - Western Global - Global IT Systems Administrator**

- Currently work in a small team of 3 including IT manager, myself and an IT Apprentice. I work with the team on larger projects and on my own with projects that are given to me by IT Manager or Projects I assign myself with approval.
- Tasks involve;
  - Supporting over 150 users globally with 1st, 2nd and 3rd line issues, helping users remotely and in person.
  - High level of involvement with; Azure Admin, Active Directory Admin, Global Policy, Intune, AutoPilot, O365 Admin, SharePoint & Teams Admin, VMWare, Windows Servers 2012 RT, 2016 DataCenter & 2019 including SQL server and Azure VM servers. Solidworks CAD, BitDefender AntiVirus Endpoint admin, Printer admin, VOIP admin, Networking admin (DNS & DHCP), Dell SonicWall routers & Ubiquiti switches & Mobile phone admin.
- Have moved systems from on premise to cloud servers including Solidworks EPDM servers (storage library). I have upgraded all users from Windows 7 & 8 to Windows 10 to allow me to join all users to Azure AD and install Intune policies on machines. I have rolled out MFA to all users for security. I have also built AutoPilot system for an improved Out of Box experience for users, in particular those not based in the UK.
- Interviewed and become line manager for an IT Apprentice. Training apprentice in line with syllabus covering all aspects of IT Infrastructure including supporting users, disposing of WEEE ethically and responsibly, writing a knowledge library for IT and other business users and developing an in depth asset register and other IT policy documentation.
- In charge of all IT hardware and software procurement, licensing management and renewals. I have travelled to our different offices for different tasks including decommissioning of servers and setting up brand new sites, negotiating with Comms suppliers, contractors and physically setting up IT systems in those sites also.

### **June 2016 - August 2017 - Leidos Europe Ltd– IS Support Specialist**

- Company that is subcontracted by the MOD to provide Logistical support and upgrade the technologies of the MOD. My main role was to work on the Service Desk providing on and off site, 1<sup>st</sup> and 2<sup>nd</sup> line support over the phone, via email, via a Helpdesk online portal and in person.
- Within my role, I supported users on many systems from Commercial day to day systems to High Security MOD systems as an LSO (Local Security Officer). I also support video/audio conferencing issues, setting up users with mobile phones including encryption and demoing apps. I assist with printer issues and supply replenishment as well as taking the lead on procurement of software and hardware from third party suppliers.

- In my role, I have been supporting the following systems;
  - Windows 7 & 8.1, Windows Server 2012, Microsoft Office package (Outlook, Lync, Word, Excel, Visio, PowerPoint, Project), SharePoint, SAGE X3, IBM Emptoris Sourcing, ProVM (Oracle data management tool), Avaya IP VOIP Manager and number of corporate systems based in USA including Juno Pulse VPN tool, Account management, Workday HR tools and McAfee Drive Encryption.
- I took on many responsibilities within the team including mentoring/training a new colleague. I was responsible for writing Business Processes as well as implementing working standards that have not been in place previously. I was responsible of IT asset management on-site.
- I worked closely with the Operations team, due to the requirement of extra help, assisting with Active Directory requests, server maintenance and network configuration. I have also been on the forefront of User Acceptance Testing with third party suppliers.

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## OTHER EMPLOYMENT HISTORY

### **April 2015 - September 2015 - BT (Manpower) - Customer Retentions Advisor**

I worked in a contact centre receiving incoming calls from customers requesting to leave BT.

Duties included; a high level of customer service, offering existing customers options to try to keep their business, upselling, meeting high targets and handling home moves.

### **November 2010 - May 2014 - Reed Medical - Orthopaedic Technician**

I worked as an apprentice in footwear production.

Duties included; using a post sewing machine to construct the upper part of a shoe, working as part of a team, working individually to meet my target, and learning other key parts of the production including 'lasting' and pattern development.

### **January 2007 - July 2010 - Crown Eyeglass – Assistant Supervisor Optical Technician**

I worked as an assistant supervisor optical technician.

Duties included; working with specialist machines to cut and smooth lenses for prescription, training new staff, using specialist computer programmes for unfinished lens ordering, working as part of a team and general housekeeping.

### **May 2001 - June 2006 - Royal Air Force - Ground Electronic Engineer**

Worked on electronic components of MKII Rapier system, on the surface to air defence system or in workshops.

General military life duties including guard duties, weapon training, military exercises and first aid training.

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## HOBBIES AND INTERESTS

I have a great interest in tech, from gaming to building my own PC and some amateur web design. I enjoy playing squash, football and American Football. I like to cook, and I enjoy going to nice restaurants. I also volunteered, reaching out to local schools with a low STEM uptake, giving some demonstrations on programming and engaging with children 9-11 and encouraging them to look towards STEM careers.

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## REFERENCES

Available upon request.