**Joshua Richardson**

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I have a high drive to learn and progress and excel in everything I do. Excellent written and communication skills, able to translate technical terms into a mutually understandable context to make the client feel they are on the same level.

Will endeavour to go above and beyond for the customer to ensure total satisfaction where possible. Very good time management skills, working within an SLA and also delivering projects on time.

**Notable Projects/Skills**

* I have Implemented SSO for a global company to centralize and standardize the network. The SSO involved Office365, Windows Server and Sophos Central. Ensuring they had a single Login and username for the 3 components but also utilizing a 3-way sync with AD Connect, Active Directory and Sophos Client-Side Sync. All of which is Cloud hosted this was for 1000+ Users.
* Migrated 100+ User Companies using Cutover/Hybrid migrations from on-premise Exchange/G-Suite/IMAP systems to Office365
* Designed and Implemented Microsoft Azure Based RDS system for 100+ users at a Financial Company in Leeds, their goal was to go cloud based so I built an environment which was capable of remote access for Moving Employees, Provides centralized remote access to file shares and their custom SQL Database all in the cloud.
* Advanced Office365 and Exchange skills, I have a deep understanding of the technology ranging from client side through to DNS. This includes policies, administration, user control, MFA and Microsoft Intune
* In-depth knowledge with multiple anti-virus products, Avast AVG, Sophos On-prem and cloud and Webroot.
* In-Depth Knowledge and understanding of Microsoft PowerShell and Scripting. Have used this for auto-scaling within Microsoft Azure, also strong use of PowerShell when administering Office365 and Exchange within Exchange Shell.
* Wealth of Experience in Data Recovery and Retention using multiple backup solutions, including but not limited to Backup Exec, Windows Backup, Microsoft Azure. This includes recovery and stabilising customers from ransomware attacks
* Experienced in Solution Architecting and re-designing existing solutions to get the best out of a current system for a client. Both on-premise and cloud.
* Have Designed and built Microsoft Dynamics 365 for Clients for sales management but also Case management. This includes basic editing of fields/workflows but also includes custom code such as JavaScript and fetchxml for reporting.
* Advanced Knowledge of Windows Desktop operating systems from 7 – 10
* Basic/Intermediate Knowledge and understanding of Maintaining and support MacOS
* In-Depth understanding of networking technologies such as routers/switches vpns. Have worked on a number of sites to site connections utilising firewalls and PSKs to ensure strong authentication
* Indepth Knowledge and understanding of VLANS.
* Intermediate/Advanced level of understanding of Windows Server, Ranging from Windows Server 2008 up to 2016(not had any hands on with 2019 as of yet). This includes all roles and services such as DNS, DHCP, AD, GPO, DFS, Print Management and Hyper-V such as replication, failover and clustering.
* Implemented Enterprise Mobility Suite with Microsoft Intune and MFA for around 500 users, including 300 Remote engineers using mobile phones, this contains a mix of iOS and Android devices using DEP and MDM.
* Implemented Azure Site Recovery services for a global client across 4 sites, New York, Dallas, UK and Australia including failover and live replication and backup.
* Implemented and installed 3CX Telephony system, including the PBX hosted on a Linux server to provisioning Desktop phones and softphones.
* Multiple Migrations from On-Premise Servers to a full Modern Workplace environment, including moving from Active Directory Domain services to Azure Active Directory. Replacing group Policy with Microsoft Intune. Utilizing SharePoint and Microsoft Flows for replacing Local File Shares.

**Solo Project Management** – This has been applicable in my day to day job for a few years now, from meeting the customer to scope out their needs then carrying out necessary work/using necessary resources to see the project out to finish, ensuring customer satisfaction on the way.

**Working in a Team –** Although I have worked in a small team, I believe this gives me a very good understanding of how people work and helps share feedback across the team.

**Desire to learn -** I have a high drive to learn and better myself, I own several Microsoft Exam books and regularity use the Microsoft Partner University and the MVA to better my skills wherever I can to benefit myself and the company. However, the exams I was working towards have been taken down by Microsoft so I am waiting on their finalized exam shake up before proceeding

**Customer Retention Skills** – Build a strong relationship with the client base to be able to offer unrivalled support and ensure that the customer is always happy, also listen to the customer's needs when something isn't going right and act upon that accordingly to ensure the relationship with the customer stays a healthy as possible.

**Ability to work Remotely and on Site** - I have been working on customer sites for in excess of 4 years, this has ranged from changing a cable on a monitor to customer audits and server installs/migrations. Including Disaster Recovery from floods.

**Previous Employers**

**ManSys IT – July 19 – October 19 – 3 Month Contract SharePoint Design and Migration Engineer.**

My role during this contract was to oversee and work on a number of Server Migration implementations from in-house Hosted cloud over to SharePoint due to the Microsoft SPLA licensing changes. This involved Project Management to plan for and ensure everything the clients had could be Migrated over to SharePoint, Azure Active Directory and Microsoft Intune.

**aFinite – Dec 18 – July 19 – Role: Senior IT Systems Engineer**

I started this role in Dec 18 as a Senior IT Systems Engineer as I wanted to learn a wider set of skills to progress my development and work with technologies I didn’t previously work with, this includes but isn't limited to VMware Technologies, Managed Switches including VLans, Meraki, FreeNas, AWS, 3CX telephony and various other technologies.

**Eitex Sept 14 – Nov 18 – Role Cloud/Infrastructure Implementations Engineer**

Started in September 2014 as an apprentice and have stayed with the company working my way up to what I am now as a Microsoft Cloud Consultant I had 3 promotions in the 4 years from apprentice to first line, second line then to Cloud Engineer/3rd Line Engineer.

**Education and Qualifications**

MTA – Networking Fundamentals

MTA – Server Fundamentals

Clean DBS Check

Level 3 IT Apprenticeship

3CX Advanced Certification

Full Clean UK Driving License

**Working Towards –**

MCSA – Server 2016

Updated Azure Qualifications

Other Qualifications available on Request