

Matteo Marchi

London - United Kingdom

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Nationality: Italian

Date of Birth: 30/03/1995

Italian: Native Language

English: Fluent

EUC Modern Workplace Specialist

At **Harrods**, London, UK

Oct 2023 -

Being part of a team of 3 people responsible for managing devices and platforms, implementing new technologies and best practices for the best Modern Workplace experience for more than 3000 users

Responsibilities

Device Management

Intune

Windows devices management (~3500 devices)

Autopilot Configuration, OOBЕ experience

Patching, updating, managing all apps, configuration profiles, security requirements, Security Solutions and monitoring

iOS devices (~4000 devices)

Apple DEP, VPP app management, Configuration Profiles and Policies, updating, Security Solutions and monitoring

Powershell and Bash Scripting

JAMF

MacOS (~400 devices)

iPadOS (~600 Devices)

Device Management (Apple DEP), patching, updates, Configuration Profiles, apps management (Apple VPP and custom packaging), Security Solutions, Scripting and monitoring

Microsoft365 Admin Exchange Online Admin, Sharepoint Admin, Microsoft Teams Admin, Endpoint Manager/Intune Admin Center, Engage

EntraID/AzureAD Users Administration, Enterprise Applications, SSO Configurations, Groups Management, RBAC/Conditional Access exposure

Virtualization Windows 365 Cloud PCs, vSphere, VMWare Horizon8, iVanti Management Suite

Videoconfering Logitech solutions, Teams Pro devices

Remote Management Teamviewer and Splashtop

Ticketing System Freshworks - FreshService

Senior Systems Administrator

At **Xydus**, London, UK

May 2022 - September 2023

- Management and Support for: Atlassian Cloud (Jira, Jira Service Desk, Confluence), Azure, AzureAD, Microsoft365 (Office365), Exchange Online, AWS IAM, AWS Route53, Slack, GitHub, Jenkins, HubSpot, Dropbox, Figma, Miro, PandaDoc, LastPass, Cisco Meraki, AnyConnect and Umbrella
 - Security Solutions: Barracuda Networks, tenable.io, SentinelOne
 - MDM solutions: InTune for Windows and Android Devices, Kandji for Apple devices
 - Devices management and lifecycle management
 - IT Procurement for Software and Hardware
 - Management of software licenses
 - Implementation of new solutions
 - Involved in company rebranding, domains migration, tenancies migration
 - ISO27001, SOC2 certified company
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IT Site Lead

At **Tomorrow LTD for Modulo2 LTD**, London, UK

January 2022- May 2022

- Working as an outsourced IT manager at TomorrowLTD
 - Managing the infrastructure for the client and all its sites in London, Milan, New York, Los Angeles, Shanghai
 - Azure AD and Microsoft365 management for 5 different tenancies
 - Google Workspace management
 - InTune and Autopilot for configuration, management and deployment for Windows PCs
 - JAMF Pro management for MacOS and iOS devices (DEP, ABM, enrolment, policies and updates deployment)
 - Managing all the applications and related SSO configurations for Enterprise Applications in Azure AD
 - Managing Teams Phone, Zoom and 8x8 for video conferencing and VoIP
 - Managing Egnyte as Cloud based storage platform
 - Mimecast Security platform management
 - Sophos Central Security Solution management
 - Managing all the licensing related to Microsoft 365, Adobe, Jamf, Zoom, 8x8, Slack
 - Responsible for Hardware purchasing, stock, asset management and devices lifecycle
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Desktop Support Engineer

at **DAZN**, Hammersmith, London, UK

August 2021 - January 2022

- Provide 2nd line support to 700 office based users and more remotely based users in the UK, Germany, US, Japan, Turkey, Israel, India
- VIP Support to high level management

- MacOS and Windows deep knowledge (imaging, troubleshooting, recovery)
 - iOS and Android deep knowledge across different Devices
 - JAMF Pro enrolment and device management
 - SCCM deployment
 - Microsoft Intune enrolment for mobile devices
 - MIM management (AD, Azure AD, O365)
 - ServiceNow ticketing system platform daily usage
 - CMDB Management for IT equipment
 - OneDrive, Sharepoint, Microsoft Teams troubleshooting experience
 - Exchange server on-prem and online Management
 - Windows Autopilot experience
 - Purchasing and stock management for Laptops, Mobile Phones, Peripherals, Software licensing
 - Creation of new accounts for new starters with setup of all the equipment (50+ people/month)
 - Videoconferencing solutions setup (Logitech, Polycom, Jabra, OWL...) with Microsoft Teams, BlueJeans, Zoom.
 - Networking: VPNs, DNS Servers, TCP/IP, Wi-Fi solutions setup and troubleshooting
 - Basic Powershell Scripting
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IT Administrator

at **The Great American Bagel Factory**, London, UK

January 2020 - July 2021

Main Duties:

- Manage the IT infrastructure of 20+ shops across the UK, both Remotely and Onsite, and of the Head Office in London.
 - Responsible for purchasing and Installation of new IT Equipments: Desktop Systems, Laptops, Hardware components, Printers, IP Phones, Mobile Phones, Commercial Displays, Networking devices.
 - EPOS systems installation, configuration, management and support (Oxhoo, TCPos, ingienico)
 - Office 365 Administration.
 - Experience with ERP, Payroll and HR software solutions and implementation.
 - Experience with stock management systems (Fourth FnB).
 - BOX (Cloud Storage Platform) Management administration and migration.
 - Responsible for contracts with suppliers and providers, in order to improve the infrastructure and reduce the costs for the head office and all the shops.
 - Responsible for purchasing of IT equipment.
 - Experience with JAMFNow MDM solution.
 - AV and Video Conferencing hardware and software installation and management
 - New IT projects development coordinating with the other departments (HR, Marketing, Ops)
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IT Specialist

at **IWL s.r.l** - www.italianwinelovers.it, Padua, Italy

(Wine E-commerce website)

January 2019 - November 2019

Duties:

- Provide full Desktop support (Windows, MacOS)
 - Installation and configuration of new hardware, software and updates
 - Troubleshooting onsite and remotely (software and hardware)
 - Smartphones and tablets management
 - Networking
 - CRM solutions management
 - Creation of Newsletters and Graphic content for the Website and Social Medias
 - Management of the internal IT infrastructure with new equipment purchase and new software in order to improve the business
 - Set up audio-visual equipment for meetings and presentations
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- **Android Developer Internship**

at 4P S.R.L, Padua, Italy

May 2018 - August 2018

Duties:

- Android Developer
 - Create a Delivery app for door to door sellers
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IT Technician

at Marchi Elettrodomestici, Padua, Italy

August 2014 - September 2017

Duties:

- Smartphone, Tablet, PC, Mac troubleshooting
 - Workstation building based on customer needs
 - Remote and Local software and hardware support
 - Networks onsite installation (Modems, Routers, Switches, Printers)
 - CCTVs systems installation and configuration
 - Provide daily and efficient customer service
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Education

- ITC PF Calvi, Padua

September 2009 – July 2014

Accounting

- ITS Kennedy, Padua

September 2017 – January 2019

Mobile Developer:

- Android and iOS Apps development
 - Networking and Server Architectures (Windows Server 2008/2012, VMware)
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