



Obed Owusu

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PROFESSIONAL SUMMARY

Azure-Focused IT Support Engineer with 5+ years of hands-on experience in 2nd/3rd line support and cloud infrastructure across MSP and enterprise environments. Skilled in deploying and securing hybrid environments using Microsoft 365, Entra ID, Azure IaaS/PaaS, and Intune. Proven track record in managing escalated support incidents, automating onboarding with Logic Apps, and improving cloud infrastructure performance. Passionate about security-first operations, business continuity, and leveraging monitoring, backup, and compliance tools to drive reliability and user satisfaction.

SKILLS

Core Infrastructure:

- Windows Server 2012–2019, DNS/DHCP, Active Directory, GPO
- Hyper-V, VMware, Virtual Networks, Subnetting, Routing

Azure Cloud:

- Azure Virtual Machines, Blob Storage, Load Balancer, Azure Functions
- Microsoft Entra ID, Conditional Access, MFA, Identity Protection
- Intune, Autopilot, Configuration Profiles, Compliance Policies
- Azure Backup, Veeam, Disaster Recovery Planning
- Azure Logic Apps, Automation, ARM/Bicep Templates (learning)

Security & Compliance:

- Mimecast, Sophos, SonicWall, Webroot, Darktrace, Bitwarden
- Secure File Uploads to Azure Blob using Shared Access Signatures
- MFA, Conditional Access, Device Compliance in Intune

Modern Workplace:

- Microsoft 365 (Exchange Online, SharePoint, Teams), Google Workspace
- M365 Migrations, Hybrid Identity, Autopilot deployment

Tools & Platforms:

- ServiceNow, Autotask, IT Glue, TeamViewer, PowerShell (Basic), Git (learning), Bash Shell

WORK HISTORY

SENIOR ASSOCIATE ENGINEER

09/2024 - Current

Lifeline IT | Peterborough, Cambridgeshire

- Lead Engineer responsible for delivering advanced 2nd and 3rd line support across multiple small to mid-sized organizations, owning end-to-end support for both on-premise and cloud-based infrastructures.
- Specialized in managing and securing Microsoft 365, Entra ID, Exchange Online, and Google Workspace, with a focus on identity, access, and email security.
- Implemented and maintained enterprise-grade security tools including Darktrace, Malwarebytes, SonicWall, Webroot, Mimecast, Bitwarden, and Symantec to harden environments and reduce attack surfaces.
- Successfully deployed and managed Intune across diverse client environments, ensuring secure provisioning, compliance, and lifecycle management of mobile and desktop devices. Integrated Conditional

Access policies and Intune compliance rules with Azure Active Directory (Azure AD) and Microsoft Defender for Endpoint, resulting in a 95% improvement in device security compliance.

- Led backup and disaster recovery efforts using Veeam Backup & Replication, designing both on-premises and cloud-first recovery strategies to ensure operational resilience and business continuity.
- Played a key role in internal knowledge management, contributing technical articles and SOPs to SharePoint to enhance team efficiency and reduce mean time to resolution (MTTR).
- Acted as a primary escalation point for critical incidents and system outages, providing expert-level troubleshooting, root cause analysis, and guidance to junior engineers and service desk teams.

2ND LINE ENGINEER

04/2024 - 08/2025

News UK | Peterborough, Cambridgeshire

- Delivered advanced 2nd line technical support across global regions (UK, Canada, USA, Australia), supporting users in a hybrid Microsoft and Azure environment.
- Diagnosed and resolved complex technical issues involving cloud infrastructure, Windows-based desktops/tablets, Microsoft applications, and Azure onboarding support.
- Maintained and monitored Veeam-based backup systems, ensuring alignment with disaster recovery and business continuity protocols.
- Acted as the primary escalation point for 1st line teams, managing incidents involving Windows OS, server access, Active Directory, and Network-related faults.
- Contributed to continuous service improvement by updating internal documentation and resolution guides in IT Glue and ServiceNow, enhancing the knowledge base for faster issue resolution.
- Supported project delivery in collaboration with third-party vendors, assisting with cloud onboarding, hardware rollouts, and system upgrades.
- Proactively monitored system health and performance, reporting early signs of issues and collaborating with senior engineers where required.

JUNIOR AZURE CLOUD ADMINISTRATOR

01/2024 - 03/2025

(Internship) Firebrand Training Provider | Remote

- Deployed and managed Azure Virtual Machines, Virtual Networks, and Storage Accounts, gaining hands-on experience in IaaS resource provisioning and cost optimization.
- Assisted in configuring Azure Active Directory (Entra ID) for identity and access management, including user provisioning, role-based access control (RBAC), and Conditional Access policies.
- Supported the implementation of Virtual Machine Scale Sets (VMSS) and Load Balancers, helping optimize performance and high availability for cloud workloads.
- Participated in planning and configuring Azure Backup, Recovery Vaults, and Site Recovery solutions to ensure resilience and business

continuity.

- Shadowed and supported automation tasks using Azure CLI and ARM templates, contributing to repeatable infrastructure deployments.
- Followed Microsoft best practices for cost management, security baselines, and resource monitoring using Azure Monitor, Log Analytics, and Alerts.

2ND LINE SUPPORT ENGINEER [MSP,CLOUD]

02/2023 - 03/2024

Espira | Ware, Hertfordshire

- Delivered structured and efficient remote support for internal and external clients using tools such as TeamViewer, ensuring adherence to SLAs and high customer satisfaction.
- Proficient in administering and troubleshooting Active Directory, Group Policy Objects (GPOs), domain controllers, and backup solutions across hybrid environments.
- Extensive experience supporting and resolving issues in the Microsoft 365 ecosystem, including Outlook, OneDrive, SharePoint, Teams, and Exchange Online.
- Translated complex technical problems into clear, actionable solutions for non-technical users while maintaining service levels, documentation standards, and timely resolution metrics.
- Collaborated closely with 1st line teams to escalate and resolve advanced technical incidents, taking ownership of high-priority tickets and participating in after-hours support rotations.
- Utilized Mimecast and Sophos to proactively monitor, detect, and remediate email and endpoint security threats, aligning with cybersecurity and compliance policies.
- Maintained and updated technical documentation and knowledge base articles using IT Glue, fostering a culture of knowledge sharing and process consistency across the support team.

1ST LINE SUPPORT ANALYST

11/2020 - 02/2023

ONTRAQ LTD | Chelmsford, Essex

- Delivered first-line technical support via phone, email, remote tools, and face-to-face for a wide range of IT incidents including Windows 10, Office 365, and network connectivity issues.
- Resolved Microsoft 365 and Exchange Online incidents, including user account creation, password resets, and mailbox configuration.
- Installed and configured end-user hardware and software, including laptops, desktops, and peripheral devices.
- Maintained detailed incident logs and tracked support tickets through resolution using internal ticketing systems, escalating efficiently to 2nd Line when needed.
- Supported common PC hardware issues, OS imaging, and peripheral troubleshooting for office and remote workers.
- Contributed to internal process improvements and ensured knowledge sharing across the team to improve first-call resolution rates

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)
- In Progress: Microsoft Certified: Azure Administrator (AZ-104)
- In Progress: CompTIA Network+
- Cloud management with Intune - 2024

EDUCATION

Business management 09/2014
Harlow College

Cybersecurity 05/2023
London Institute of Business

CLOUD PROJECTS (HANDS ON & REAL WORLD)

Project 1: Automated Azure Onboarding with Logic Apps (AZ-104)

Azure AD, Logic Apps, SharePoint, Exchange, MFA

- Automated user onboarding with Logic Apps integrated with M365 and Azure AD
- Generated workflows for email notifications, license assignment, and permissions
- Strengthened security with Entra ID Conditional Access and MFA enforcement

Project 2: Secure File Upload Web App using Azure Blob + Functions

Blob Storage, Azure Functions, Nod.js.

- Built secure upload portal storing files in Blob Storage
- Automated SAS token generation with expiry using Azure Functions
- Enforced encryption at rest and RBAC/ACL for file access

REFERENCES

References available upon request.