

# Thomas Penny

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## WORK EXPERIENCE

### Microsoft – Azure for Operators (Formerly Metaswitch)

Belfast

Support Engineer

2020 Oct – 2024 Oct

- Managed mission-critical incident response for global Telecom infrastructure, providing 1st and 2nd line support to ensure high availability and rapid resolution of emergency service outages.
- Diagnosed and resolved complex system issues remotely using Linux command-line via SSH and in-house RMM, ensuring timely resolution of customer environments.
- Maintained and optimized hybrid-cloud infrastructure for enterprise customers across Microsoft Azure, VMware, and on-prem deployments.
- Specialized in ‘Perimeta’ Firewall-SBC and ‘Call Feature Server’ softswitch, providing 2<sup>nd</sup>-3<sup>rd</sup> line support for products.
- Responsible for management of in-house PBX, performing regular maintenance and upgrades to hardware and software.
- Managed hardware replacement program, overseeing infrastructure improvements to over 500 companies, comprising of over 2,700 server blades elements. Holding regular status meetings for larger companies and stakeholders. Developed and tracked KPIs/SLAs for project utilizing Power BI, Python.
- Drove operational efficiency by developing automated monitoring and tracking methods using SQL and Power BI, directly resulting in a 50% reduction in missed calls and improved SLA adherence.
- Developed new weekend call system and rota, utilizing Gamma, Lumen and Teams, defining and tracking KPIs.

## EDUCATION

### Heriot-Watt University

Edinburgh

Meng Chemical Engineering with Oil and Gas Technology, 1<sup>st</sup> class honors

2015-2020

### Abertay University

MSc Computer Science with Data Analytics, Distinction

2024 Oct – 2025 Oct

Dissertation: Development of Desktop Application for Credit Card Fraud Detection with XAI and Real Time processing.

## SKILLS & CERTIFICATIONS

**Certifications:** MSFT: AZ900 & SC900 - Google: Cybersecurity

**Skills:** SQL, Javascript, PHP, Python, Linux, Power BI, Networking