

# Michael Collins

Location: Abertillery, NP13 | M: [07490364449](tel:07490364449) | E: [mike@mc-ity.co.uk](mailto:mike@mc-ity.co.uk)

## Professional Summary

Motivated IT Technician with 9 years of progressive experience in the IT industry. Offering expertise in Office 365, Windows Server and Azure AD, with aptitude in Deployments & Support. Energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget. I'm always interested in self-development, to progress my knowledge/career where possible.

## Core Skills

- Microsoft Intune / MDM
- Windows Server 2003/2008/2012/2016/2019
- Windows XP/7/8/10/11
- Active Directory/Azure Active Directory
- Microsoft Office XP/2003/2010/2013/2016/365
- Windows Deployment Services (WDS)
- Office 365 MDM/Intune
- Networking (Switching, Routing, Wireless)
- System Centre (SCCM/MDT)
- Azure VPN/Windows Server VPN
- DHCP/Static IP Addressing/DNS
- Problem Solving Skills
- Office 365 Setup/Configuration

## Experience

Out Of Hours IT Support Engineer | 05/2023 - Present

### Focus Group – Working Remotely

- Supporting Windows 7/10/11.
- Supporting Windows Server 2008/2012/2016/2019/2022
- Install/Configure Office 2019/365/Azure AD
- Manage/Migrate Azure Virtual Machines from On Premise
- Support/Manage Wi-Fi (Ruckus/Unifi/Meraki)
- Support/Manage Hardware/Software Firewalls (Sonicwall/pFSense/Sophos/ Meraki)
- Support/Configure Active Directory (Both on premise & cloud)
- Support/Configure Microsoft MDM/Intune
- Support/Configure Virtualisation (HyperV/vMware ESXI)

2<sup>nd</sup> Line IT Support Engineer | 04/2022 – 05/2023

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**Tech Support Engineer | 11/2021 to 04/2022**

**5G Communications Ltd – Ebbw Vale, Blaenau Gwent**

- Supporting Windows 7/10/11.
- Supporting Windows Server 2008/2012/2016
- Install/Configure VoIP (SIP) on NEC Phone Systems.
- Manage Remote Customers Internet Connections/VoIP Trunks.
- LG iPecs Phone System Programming.
- LG iPecs Cloud Programming.

**IT Engineer | 11/2019 to 10/2021**

**Self Employed Contractor – Infinity System Solutions (5G Communications)**

- Manage Users with Active Directory / Azure AD.
- Manage Mobile Devices using Microsoft Office 365 / MDM
- Manage/Support Device Encryption.
- Support/Configure Office 2016/365.
- Manage/Support Wireless Networking/Switching.
- Manage/Support Windows Server 2008/2012/2016/2019.
- Support Windows 7/8/10/11.
- Deployment of Windows 10/11.
- Microsoft Intune/MDM.
- Server/Workstation Builds.

**IT Support | 06/2017 to 11/2019**

**Infinity System Solutions Ltd – Ebbw Vale, Blaenau Gwent**

- Designed, Developed Local Network Infrastructure.
- Managed with Microsoft Hyper-V.
- Managed Microsoft Windows 2016.
- Built SCCM Server, for Software Deployments.
- Supported Windows 7/10.
- Configured ADFS, VPN, Remote Access.
- Microsoft Exchange Server 2013 (Hybrid to Office 365/Azure AD).
- Installed/Configured VoIP on NEC Phone Systems.
- Managed Remote Customers Internet Connections/VoIP Trunks.

**IT Support | 10/2015 to 12/2015**

**RockIT – Bridgend**

- I support Windows Server 2012 + Windows Small Business Server 2011.
- I support Windows XP/7/10.
- I support Microsoft Exchange for Small Business 2011.
- I support Microsoft Office 2003/2008/2013.
- I support Backup Exec.
- I support Adobe Products (CS6).

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IT Support Engineer | 04/2014 to 02/2015

## Bridgend College – Bridgend

- I support Windows 7.
  - I support Windows Server 2003/2008.
  - I supported SCCM/MDT/WDS.
  - I supported Microsoft Exchange Server 2013.
  - I support Office 2013.
  - I designed & build a subsidiary domain for a department needing different access to the rest of the college.
  - I built this network using eSxi, Windows Server 2012 r2.
  - I managed machines in this sub domain using SCCM/MDT/WDS.
  - I had this network on a separate vLan so that users on this network could not modify the rest of the college infrastructure.
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## Education

Microsoft | Microsoft Technology Associate (Microsoft Certified Professional, 2014)