

Will Perry

Cheltenham, UK

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Senior IT Support & Project Engineer

Senior IT engineer with 15+ years' experience delivering support and technical projects across SME environments. Currently responsible for IT operations and project delivery within a 200-user business, with a focus on Microsoft 365, Entra ID, and Intune.

Experienced across 1st–3rd line support, with strong capability in endpoint management, cloud services, and troubleshooting complex technical issues. Proven track record of improving processes, supporting users, and delivering reliable IT solutions in production environments.

Core Skills

- Microsoft 365 (Exchange Online, SharePoint, Teams)
 - Entra ID (Azure AD), Conditional Access, MFA
 - Intune / Endpoint Manager (Autopilot, app deployment, compliance)
 - Windows 10/11 deployment & lifecycle management
 - PowerShell scripting & automation
 - Active Directory & hybrid environments (AAD Connect)
 - Networking (VPNs, firewalls, troubleshooting)
 - Virtualisation (Hyper-V / VMware)
 - Endpoint security & policy management
 - ITIL-based support & service improvement
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Professional Experience**Senior IT Support Engineer****Traffic Group Signals**

April 2020 – Present

Responsible for IT support and project delivery across a 200-user organisation, covering Microsoft 365, endpoint management, and infrastructure.

Key Responsibilities:

- Deliver and support Microsoft 365 services including Exchange Online, Teams, and SharePoint
- Manage Entra ID including user lifecycle, Conditional Access, and MFA policies
- Deploy and manage Intune for device compliance, configuration, and application deployment
- Implement and support Windows Autopilot for device provisioning
- Provide 2nd/3rd line support across endpoints, networking, and cloud services
- Support hybrid environments including Active Directory and Azure AD Connect
- Troubleshoot complex issues across user devices, applications, and connectivity
- Work with third-party vendors and MSPs to deliver projects and resolve issues
- Create and maintain technical documentation and internal processes

Key Achievements:

- Delivered Intune and Autopilot implementations to modernise endpoint deployment
 - Improved device management and policy consistency across the business
 - Reduced support overhead by improving documentation and standardising processes
 - Supported IT changes and improvements during business transitions and projects
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Project Engineer / Support Engineer**Reform IT – Cheltenham**

May 2019 – April 2020

Delivered project and support work across multiple client environments, including on-site and remote support.

Key Responsibilities:

- Implemented IT solutions across customer environments
 - Provided 2nd line support and escalation handling
 - Installed and maintained infrastructure and end-user devices
 - Supported Microsoft 365 environments and migrations
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Events Engineer (Contract)**Freelance / Contract Role**

March 2019 – May 2019

Delivered technical support for VR installations at a show home exhibition.

- Set up and maintained VR headset systems for public use
 - Troubleshoot hardware, connectivity and signal issues in a live environment
 - Diagnosed and resolved interference affecting signal stability
 - Ensured systems remained operational throughout the event
 - Provided on-site support and rapid issue resolution
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IT Support Engineer (1st / 2nd Line)**Charlton Networks – Cheltenham**

Jan 2011 – Jan 2019

Delivered 1st and 2nd line support across a wide range of SME clients.

Key Responsibilities:

- Managed support tickets from triage through to resolution
 - Supported Windows desktop environments and Office 365
 - Installed and configured networking and endpoint solutions
 - Provided on-site support and client-facing assistance
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Technical Stack

- Cloud & Identity: Microsoft 365, Entra ID, Azure AD Connect
 - Endpoint Management: Intune, Autopilot, Group Policy
 - Operating Systems: Windows 10 / 11
 - Scripting: PowerShell
 - Infrastructure: Active Directory, DNS, DHCP
 - Virtualisation: Hyper-V, VMware
 - Networking: VPNs, firewalls, routing & switching
 - Security: MFA, Conditional Access, endpoint protection
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Certifications & Training

- CompTIA A+
- Microsoft Certified Professional
- Altaro Certified Engineer
- Sophos Endpoint Certified Engineer
- NVQ Level 5 Leadership & Management
- Advanced Apprenticeship – IT & Telecoms