Jack Whittingham   **Hertford**   **Hybrid Infrastructure Engineer**

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Email: jack@whittingham.tech   Website: www.jackwhittingham.co.uk
Mobile: 07568446116   LinkedIn: www.uk.linkedin.com/in/whittinghamjack

Availability: Hybrid or Remote Roles in Infrastructure, Security or Endpoint Management
Notice Period: 2 months

Profile

Experienced Infrastructure Engineer with 10+ years' experience in IT, focused on delivering stable, secure, and efficient Infrastructure across varied environments.
Comfortable working independently or alongside global teams and known for tackling problems head-on without interruption. Strong background in endpoint device hardening and management, cloud platform technologies, and hands-on support across enterprise environments.

Core Competencies

- **Infrastructure & Platforms:** Azure Platform management, Intune, EntraID, Azure Virtual Desktop, vSphere, Backups, Remote Desktop Services, Exchange, Active Directory, DNS, DHCP, SCCM, PowerShell Scripting
- **Security:** EDR migration from Sophos to Microsoft Defender, endpoint hardening, security patching (vulnerability management), on-premises air gapped datacentres, logging & metrics, Azure defender for cloud, EntraID IAM
- **Endpoint Management:** Intune, Apple Business Manager, Android for Business WorkspaceONE (AirWatch), MDM/MEM
- **Collaboration & Productivity:** O365 Suite, Halo, ServiceNow, Zendesk, DevOps
- **Monitoring & Security:** Zabbix (performance counters), SolarWinds, Defender, Sophos
- **OS & Devices:** Windows 7/10/11, Windows Server 2003/08/16/19, Linux Ubuntu/Redhat/Kali, Mac OSX, iOS, Android
- **Soft Skills:** Mentoring, Documentation, User Training, Cross-Functional Collaboration

Professional Experience

Coca-Cola (Innocent Drinks Consultant) - Infrastructure Engineer – Jan2023 –> Present (Transitioned from Innocent Drinks to Coca-Cola Jan2024)

- Handled a complex transition from Innocent Drinks to Coca-Cola. Integrated complex environments together to ensure continued operation, culture clash, and big-corporation red tape without losing momentum.
- Part of the team to design and implement the technology transition from Innocent Drinks to Coca-Cola, creating an internal MSP-style support model from scratch.
- Managing infrastructure (on-prem/cloud) for a global team, supporting users and systems across Europe.
- Standardised endpoint and mobile device configurations using Microsoft Intune and Azure (user devices & bottling plant devices)

- Worked within a team to design and build admin only privileged access workstations within a virtual environment using device hardening and strict IAM
- Implemented infrastructure upgrades to improve security, performance, and resilience (e.g. new backup solution, AVD rollout, Windows 11 migration, Sophos to Defender migration)
- Acting as a 3rd line support to the helpdesk, troubleshooting complex infrastructure issues.
- Completing Change Control, Testing and Deployment of new Infrastructure services.
- Working closely with both internal and external parties to ensure the highest level of service delivery.
- Overhauled Azure IAM to defined role-based access from broad permission policies and applied principle of least privilege including MFA and conditional access
- Participating in the design, planning, and implementation of new IT processes, procedures, and policies.

Castleton Commodities International – Senior 2nd Line Engineer – Jan2020 –> Dec2022

- Supported global users in London, Rotterdam, US, and Asia offices, focussing on trading critical systems.
- Engineered and deployed Microsoft Intune and Apple Business Manager integration for all global sites.
- Created global configuration policies, application protection, and device compliance standards.
- Delivered live and recorded training sessions on Microsoft Teams, Outlook, Remote Policy, and End User Support.
- Maintained AV systems in the London Office and led major office upgrades for business continuity.
- Maintained full-service continuity during the Covid pandemic. Adapted infrastructure, trained users, and deployed new remote ways of working and support workflows.

Tottenham Hotspur Football Club – 1st,2nd,Senior2nd Line Support – Nov2016 –> Dec2019

- Supported IT operations across the Old and New Stadium, Training Centre, Spurs Lodge Hotel, and offices.
- Played a key role in the New Stadium technology rollout, retail store support, and back-office migrations.
- Deployed AirWatch MDM across the business for both end-users' devices and business-critical devices such as iPad POS devices across the New Stadium and retail stores.
- Delivered training, documentation, and event-day IT support.

Certifications
- Comptia A+ (Expired)
- Azure AZ-900
- Azure AZ-104 (Currently studying)