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

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**Availability:** Hybrid or Remote Roles in Infrastructure or Endpoint Management

**Notice Period:** 1 month

**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 dramas. Strong background in endpoint management, cloud technologies, and hands-on support across enterprise environments.

**Core Competencies**

* **Infrastructure & Platforms:** Azure, Intune, EntraID, Virtual Desktops, Security, VSphere, Backups, Remote Desktop Services, Exchange, Active Directory, DNS, DHCP, SCCM, PowerShell Scripting
* **Endpoint Management:** Intune, Apple Business Manager, Android for Business WorkspaceONE (AirWatch), MDM/MEM
* **Collaboration & Productivity:** O365 Suite, Halo, ServiceNow, Zendesk, DevOps
* **Monitoring & Security:** Zabbix, 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) - Infrastructure Engineer – Jan2023 –> Present**

**(Transitioned from Innocent Drinks to Coca-Cola Jan2024)**

* Handled a complex transition from Innocent Drinks to Coca-Cola. Balancing tech stack shifts, 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)
* 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 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.
* 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.

**Earlier Roles**

* Various Roles – Transitioning to IT – Mechanical Fitter & Sainsburys – 2015 –> 2016
* IT Services Contractor – KLJW Services Ltd – 2014 –> 2015
* 1st Line Support Testing Engineer – Musgrave GB (Londis/Budgens) – 2013 –> 2014
* Water Sports Instructor/Boating Lake Supervisor – Stanborough Lakes – 2009 –> 2013