**Matthew Pollock**

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**IT Infrastructure Lead | IT Cloud Engineer | IT Manager**

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| **PROFILE** |

* **I am a UK-based Lead IT Infrastructure Engineer, Cloud Engineer, and IT Manager** with extensive experience delivering scalable, reliable, and efficient IT solutions.
* **I specialize in optimizing IT infrastructure and streamlining operations** while leveraging emerging technologies to drive business value.
* **Passionate about solving complex challenges** and enabling smarter, more sustainable infrastructure.

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| **WORK** **EXPERIENCE** |

**Cloud & IT Infrastructure Lead: AX Ltd (Dec 2024 to Present)**

* **Cloud Operations**: Manage and optimize **Azure** and **AWS** environments, ensuring secure, scalable, and cost-efficient infrastructure to support business operations.
* **Identity & Security**: Maintain secure identity systems with **Azure AD**, including **MFA**, **Conditional Access Policies**, and **Privileged Identity Management**, while enhancing endpoint protection using **Microsoft Defender for Endpoint** and **Intune**.
* **Governance & Compliance**: Establish and enforce governance policies with **Azure Policy, Group Policy,** and **Defender for Cloud**, ensuring regulatory compliance and secure configurations.
* **Infrastructure Oversight**: Oversee critical systems like **Active Directory**, **DNS**, and **SSL administration**, ensuring high availability and operational reliability.
* **Monitoring & Performance**: Use tools such as **Azure Monitor**, **AWS CloudWatch**, and **PRTG Monitoring** for proactive performance management and issue resolution.
* **Strategic Planning**: Drive innovation by identifying opportunities for technology adoption, cloud optimization, and application modernization. Support organizational efficiency by integrating DevOps practices, including CI/CD pipelines using **Azure DevOps** and **GitHub Actions**, to streamline deployments and improve workflows.
* **Collaboration & Mentorship**: Partner with teams across the organization to align IT strategy with business goals and provide mentorship to enhance team expertise and innovation.

**IT Infrastructure Manager: AX Ltd (Jan 2017 to Dec 2024)**

**(***concurrent role with* ***Senior IT Infrastructure Engineer*)**

* **Directed a full-scale cloud migration** to Microsoft Azure, decommissioning primary and secondary data centres, significantly reducing physical IT infrastructure, and lowering operational costs.
* **Managed and mentored** a team of five infrastructure engineers, delivering key projects, including SD-WAN deployment, network modernization, virtualization platform refreshes, and datacentre relocations, improving cost efficiency, resilience, and performance.
* **Designed and implemented** infrastructure for new remote depot sites, reducing deployment times by while ensuring seamless integration with existing systems.
* **Optimized vendor relationships** and licensing agreements, reducing annual costs while maintaining compliance and service quality.

**Senior IT Infrastructure Engineer: AX Ltd (Nov 2011 to Dec 2024)**

* **Designed and executed** multiple Microsoft Exchange migrations and domain controller refreshes, achieving improved performance, reliability, and a reduction in hardware requirements.
* **Implemented and optimized** Azure AD services, including MFA, Conditional Access policies, and Privileged Identity Management, ensuring secure identity management across hybrid environments.
* **Deployed Microsoft Intune and the Defender suite**, enhancing endpoint security and streamlining device management to support a mobile-first workforce.
* **Spearheaded security enhancements**, introducing email hygiene solutions, refining Active Directory Group Policies, and improving governance to strengthen the organization's overall security posture.
* **Delivered advanced infrastructure** monitoring and troubleshooting processes, leveraging automation to reduce incident resolution times and improving system reliability.

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| **SKILLS & COMPETENCIES** |

**Cloud Platforms & Services**

* **Microsoft Azure**: Migration, design, and management of solutions, including **Azure AD**, **Intune**, **PIM**, **Azure Security Center**, **Azure Sentinel**, **Azure Monitor**, **Azure Automation**, **Azure Backup**, **Azure Site Recovery**, **Azure Key Vault**, **Azure Policy**, **Azure Arc**, and **Azure Bastion**.
* **Azure Applications**: Expertise in **Azure Application Gateway**, **Azure Load Balancer**, **Azure WAF**, **Azure App Service**, and configuration of **Azure Application Proxy** for secure remote access to core business applications.
* **AWS**: Proficient in **AWS IAM**, **EC2**, **S3**, **Route53**, **VPCs**, **VPNs**, **AWS App Gateway**, **AWS DynamoDB**, **AWS Lambda**, **CloudFormation**, **AWS CloudTrail**, and **load balancers** for secure and scalable infrastructure.
* **Collaboration Platforms**: Administration of **Microsoft 365**, including **Exchange Online**, **Teams**, and **SharePoint Online**, ensuring seamless integration with **Azure AD**.

**Server Infrastructure & Messaging**

* **Windows Server**: Extensive experience with installation, configuration, and administration of **Windows Server 2003/2008/2012/2019/2022**.
* **Microsoft Exchange**: Skilled in **Exchange 2010/2013/2019/Online**, including on-premises and hybrid migrations, server optimization, and improving email system performance.
* **Mimecast**: Administration and configuration for enhanced email security and compliance.
* **Windows IIS**: Configuration and management of IIS for hosting web applications.

**Security & Identity Management**

* **Microsoft Security Suite**: Expertise in **Microsoft Defender for Endpoint**, **Defender for Identity**, **Defender for Cloud**, and email hygiene solutions.
* **Identity & Access Management**: Advanced knowledge of **Azure AD (Entra ID)**, **MFA**, **SSPR**, **Group Policy**, **Conditional Access Policies**, and **AWS IAM**.
* **Cato SASE Admin**: Configuration and management of secure access service edge (SASE) solutions for enhanced network security.
* **Privileged Access Management (PAM)**: Experience with secure access configurations for hybrid and cloud environments.

**Networking & Infrastructure**

* **Cloud Networking**: Advanced configuration of **DNS**, **firewalls**, **VPNs**, **Azure WAF**, **Azure Load Balancer**, **Cato SD-WAN**, and **network peering** to ensure secure connectivity across hybrid environments.
* **Infrastructure Optimization**: Expertise in **Active Directory** streamlining, **domain controller refreshes**, **DHCP management**, **SSL administration**, and high-availability server environment implementations.
* **IoT Platforms**: Experience with **AWS IoT** and **Azure IoT** for proof-of-concept deployments.

**Automation & DevOps**

* **Infrastructure as Code (IaC)**: Hands-on experience with **Terraform**, **CloudFormation**, **Bicep**, and **ARM templates** for infrastructure automation.
* **Scripting & Automation**: Proficient in **PowerShell**, **Azure CLI**, and **Python** for automating tasks and optimizing workflows.
* **DevOps Practices**: Familiar with **Azure DevOps CI/CD pipelines**, **AWS CodePipeline**, **GitHub**, and containerization technologies like **Docker**, **Kubernetes**, and **Azure Kubernetes Service (AKS)**.
* **Azure Functions**: Exposure to serverless computing for task automation.

****Web Development & Hosting****

* Experience with **website creation**, **hosting**, and management of web servers such as **Windows IIS**, **Apache**, and **Nginx**, including secure integrations with cloud resources.

**Project Leadership**

* **Strategic Cloud Initiatives**: Led Azure cloud adoption strategies aligned with organizational goals, enabling cost-effective and scalable solutions.
* **Team Development**: Provided mentorship to IT staff, enhancing their expertise in cloud technologies and fostering a collaborative work environment.

**Monitoring & Troubleshooting**

* Expertise in real-time monitoring using **Azure Monitor**, **AWS CloudWatch**, **Azure Log Analytics**, and **PRTG Monitoring** for proactive issue resolution.

**Documentation & Training**

* Developed comprehensive technical documentation covering processes, best practices, and security protocols.
* Conducted training sessions on **cloud technologies**, **Windows Server**, and **cybersecurity** for technical teams and end-users.

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| **CERTIFICATIONS** |

**Cloud Technologies**

* Microsoft Certified: **Azure DevOps Engineer Expert (AZ-400)**
* Microsoft Certified: **Azure Security Engineer Associate (AZ-500)**
* Microsoft Certified: **Azure Solutions Architect Expert (AZ-305)**
* Microsoft Certified: **Azure Administrator Associate** (**AZ-104**)
* AWS Certified: **Solutions Architect Associate** (**SAA-C02**)
* Microsoft Certified: **Azure Fundamentals** (**AZ-900**)
* AWS Certified: **Cloud Practitioner** (**CLF-C01**)

**Microsoft Server Technologies - MCP, MCSA, MCSE, MCTS, MCITP**

* **Microsoft Windows Server** 2003/2008/2012
* **Microsoft Exchange** 2010/2013