Dean Luckham

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Senior Service Desk Engineer at a UK MSP with 2+ years supporting multi-tenant Microsoft 365, Active Directory and Azure environments, progressing from 1st line to 2nd line. Studying part time for a BSc (Hons) in Computing & IT (Software) with the Open University, with hands-on scripting and development experience. Looking for a role where I can deepen my infrastructure and cloud skills.

Skills & Experience

- **Microsoft platforms:** Microsoft 365 administration, Entra ID / Active Directory, Exchange Online, Azure Virtual Desktop, Intune, SharePoint
- **Infrastructure & end user computing:** Windows and Linux Server; Windows, Linux and macOS endpoints, Hyper-V, DNS/DHCP, Group Policy, networking fundamentals
- **Scripting & development:** PowerShell, Python, C#, SQL, HTML/CSS/JS; VBA automation in Excel and Access
- **ITSM:** ConnectWise for ticket management, timekeeping and client communication; remote support in a multi-client environment
- 10+ years' experience with Microsoft Office, including advanced Excel and Access

Certifications

MS-900 - Microsoft 365 Fundamentals — July 2025

AZ-900 - Azure Fundamentals — Jan 2026

MD-102 - Endpoint Administrator Associate — In Progress

Education

Open University — 2023 – Ongoing

BSc (Hons) Computing & IT

Felpham Community College — 2007 – 2015

A-Level

Mathematics	A
Further Mathematics	D
Physics	B

GCSE

7 GCSEs at A* - C including English and Maths
BTEC IT

Employment

Zenzero 06/2024 – Present

Senior Service Desk Engineer 01/2026 – Present

- Act as escalation point for 1st line engineers, resolving complex incidents across a broad range of client environments and technologies
- Mentoring/coaching colleagues to improve technical knowledge, reviewing tickets, writing and improving knowledge base articles to ensure this is kept complete and up to date
- Championing, testing, and guiding the development of in-house AI tools; working with developers and stakeholders to drive feature development, adoption and fixes

Service Desk Engineer 06/2024 – 01/2026

- Provided 1st and 2nd line remote support across a broad range of clients environments including M365, Entra ID, Active Directory, endpoints and on-premises servers, working to SLA targets
- Managed MFA, password resets, Intune/device issues, user account and device configuration, end user device and software issues
- Progressed to Senior Engineer within 19 months after obtaining MS certifications in 365 and Azure and demonstrating consistently high ticket quality, technical ability, and customer satisfaction

Fleurie Nurseries 10/2022 – 06/2023

Technical Production Coordinator

- Managed supplier relationships and sourcing, including quotes for materials
- Redesigned live-material ordering and planning processes, improving efficiency and traceability

Newey 05/2017 – 09/2022

Sales & Operations Planner 03/2022 – 09/2022

- Coordinated order processing, delivery paperwork and invoicing, handling customer queries during peak season
- Updated label design and printing systems and processes, reducing errors and improving efficiency

Label Supervisor 05/2020 – 03/2021
Sales & Operations Planner 01/2018 – 05/2020
Labelling Assistant and Production Worker 05/2017 – 01/2018