

# Matthew John Earley BSc (hons)

## Senior System Operations Analyst

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📍 Sandford, Somerset

## SUMMARY

Senior System Operations Analyst with 15+ years' experience across Azure, Microsoft 365, and hybrid enterprise infrastructure. Proven expertise in datacentre upgrades, security hardening, and automation, with a track record of delivering resilient, compliant solutions.

## EXPERIENCE

### Senior System Operations Analyst

#### Somerset Bridge Group Ltd

📅 08/2022 - Present 📍 Cribbs Causeway, Bristol

**Datacentre Storage Upgrade:** Delivered a major storage upgrade with near-zero downtime, ensuring business continuity and improved performance

**Domain Controller Upgrade:** Modernized Active Directory infrastructure, enhancing security and reliability across enterprise systems.

**Exchange Upgrade:** Migrated Exchange 2016 to Exchange Server SE due to end-of-life, successfully delivering the project while maintaining standard workload. Configured to best practices, improving reliability, resilience, and long-term supportability.

**Mentoring & Training:** Provided technical training to staff and end users, raising first-call resolution rates and strengthening team capability.

**Windows Patching:** Carried out regular patching cycles, including critical CVE9+ vulnerabilities, and implemented automated patching for RDS servers. Achieved 99% completion of all critical patches within 14 days across the estate.

- Microsoft Azure & Microsoft 365 Platform
- Endpoint Manager (Intune) & Unified Communications
- VMware vSphere & Active Directory (SSO, Domain Services)
- PowerShell Scripting & Automation
- Security & Compliance (CIS, Patch Management, Antivirus)
- Datacentre & Backup Management
- Windows, Linux & macOS Administration
- Microsoft Exchange & Remote Desktop Services
- Change Management & Staff Training/Mentoring

### System Operations Analyst

#### Epicor Software Corp

📅 11/2012 - 08/2022 📍 Bracknell, Berkshire

**Exchange Migration:** Migrated Exchange 2003 to Exchange 2016, delivering a critical upgrade while maintaining business continuity

**Office 365 Migration:** Successfully transitioned mail services to Office 365, improving scalability, resilience, and collaboration.

**eDiscovery Implementation:** Utilized Office 365 eDiscovery tools to support a legal case, saving the company significant costs in external services.

**Termination Automation:** Designed and deployed a PowerShell termination script, standardizing employee offboarding and reducing manual errors.

**Global SCCM Image & Server Updates:** Built a global SCCM image with custom PowerShell scripting to apply regional language and settings, ensuring consistency across international offices. Additionally, implemented server Windows Update automation, reducing manual intervention and improving patch compliance across the estate.

**Forcepoint Migration:** Migrated Forcepoint security services into Office 365, streamlining management and reducing licensing overhead.

**Password Expiry Automation:** Developed a custom PowerShell script to send automated password expiry reminders, improving compliance and reducing lockout incidents.

- Office 365 Administration / Azure (Subject-Matter Expert)
- Endpoint Configuration Manager / SCCM (Subject-Matter Expert)
- Security & GDPR Compliance
- PowerShell Scripting & Automation
- Staff Training & Mentoring
- Project Delivery & Change Management

### Support Consultant

#### Fiat

📅 08/2011 - 08/2012 📍 Slough, Berkshire

## SKILLS

### Cloud & Microsoft 365

Microsoft Azure, Endpoint Manager, Entra ID, Exchange Online, SharePoint, Teams, OneDrive, Purview, Defender, Security & Compliance

### Infrastructure & Platforms

Windows Server, Windows OS, Exchange Server, SCCM, VMWare vSphere, Hyper-V, Datacentre Management, Storage Solutions, Backup & DR, Veeam, Commvault, Symantec, CA ARCserve

### Identity & Security

Active Directory, Group Policy, Single Sign-on, DNS /DHCP, CIS Benchmark, Security Hardening, Risk Management, Defender for Endpoint

### Automation & Scripting

PowerShell, Policy-Based Automation, Configuration Management

### Networking

TCP/IP, Azure WAF, Azure Firewall, VLANs, VPN, Wireless, LAN/WAN, Troubleshooting, Firewalls & Routing, Cisco, HP, Dell, Checkpoint, Barracuda, Palo Alto, WatchGuard

### General IT Expertise

Technical Troubleshooting, Root Cause Analysis, Disaster Recovery Planning, Risk Assessment, Service Desk Support, User Training, Mentoring, IT Procurement, Software / Hardware Maintenance, Cost-Benefit Analysis, Documentation

## TRAINING / COURSES

### Azure Administrator Associate (AZ-104)

Completed Course (2025)

### Azure Fundamentals (AZ-900)

Completed Course (2025)

### Administering System Center Configuration Manager

### ITIL Foundation Course

### Implementing, Troubleshooting, and Maintaining a MS Exchange Server 2007 Infrastructure SP1

### Implementing, Managing & Maintaining a MS Windows Server 2003 Network Infrastructure

### Managing a Microsoft Windows Server 2003 Environment

## EXPERIENCE

### Support Consultant

#### Pythagoras

03/2011 - 05/2011 Maidenhead, Berkshire

### IT Engineer

#### WIN Plc

01/2010 - 03/2011 High Wycombe, Buckinghamshire

### Desktop Support Analyst

#### UniversalProcon Ltd

01/2008 - 12/2009 Slough, Berkshire

### Network Administrator

#### Daler Rowney Ltd

08/2007 - 12/2007 Bracknell, Berkshire

### IT Assistant

#### FWA West Ltd

11/2006 - 08/2007 Wembley, London

## VOLUNTEERING

### Technical Beta Tester

#### Microsoft

2012 - Present

- Invited to evaluate **Windows 7 and Windows Server 2008 R2**, working with Microsoft and third-party vendors (including Citrix) to resolve key issues.
- Tested **Windows Update for Business Drivers**, later integrated into Microsoft Endpoint Manager (2022).
- Evaluated multiple Microsoft platforms (Windows 11, 10, 8, 7, Vista, Server 2008 R2, SBS, Windows 2012), providing detailed error reports for correction.
- Collaborated directly with Microsoft development teams to resolve compatibility issues and improve product stability.
- Ongoing participation in beta programs for Microsoft products under development.
- Ranked **Top 10 Beta Tester worldwide** for Windows Vista Media Centre.

## EDUCATION

### BSc applied computing (hons)

#### Thames Valley University

10/2003 - 06/2006 Slough

- Second Class Honours (Second Division, 2:2)
- Project:** R.E.X Application (**R**everse **E**ngineering of **X**ML) is a programme that will take any XML document Schema and convert this into a UML 2.0 (Unified Mark-up Language) image which is created using SVG (Server Vector Graphics), this allows for non-technical management to easily read how their data is setup and linked together
- Key Modules:** Advanced Databases, Enterprise Networking, Distributed Systems, Middleware Programming, Object-Oriented Programming & Modelling, Database Design & Management, Network Management, Information & Business Analysis, Software Development.

## INTERESTS



PC & Console — gaming, coding, and building websites



Creative cooking and recipe development



Drawing & painting (digital and traditional)



Photography — mixed styles including creative, technical, and everyday subjects



Paddleboarding and surfing — outdoor adventure and fitness



Snowboarding — combining discipline with adrenaline sports



Travel — exploring new cultures and environments

## ADDITIONAL INFORMATION



UK Driving Licence

Full Clean (Cat B, B1, f k p)