

Hasani Blondel

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About Me

15 years of experience in IT has taught me many things but one recurring lesson is keep it simple. I've gained a wealth of knowledge in hardware and software through work experience across a range of sectors from charities and software companies to finance and professional services. This has involved end-user computing, scripting and automation all the way to datacentres and maintaining server infrastructure, my most notable projects involving virtualisation and office migrations. Throughout my career I have found that soft skills are just as valuable as technical ability. Many of my roles have been customer facing and as such I put a particular emphasis on relationship building and customer service. It's as much about resolving the issue as it is about being a team player, fostering confidence with others. Professionalism is being agile, reliable and dependable in a timely manner especially when unexpected challenges arise.

Technical Skills	Software & Services
Scripting & Code	Bash, PowerShell, HTML/CSS, Javascript
Cyber Security & AV	Microsoft 365 Security, Symantec Endpoint Security, Trend Micro, Sophos, Kaspersky Antivirus, Brivo Door Access
AI Prompting & Automation	Gemini, Claude, Manus, Leonardo AI
Cloud Administration	Microsoft Azure AD, Microsoft Office 365, VMWare vSphere, Citrix XenApp
System Monitoring	CrowdStrike Falcon Sensor, SNMPc, SpiceWorks, Manage Engine DesktopCentral
Workstation & Server Hardware	IGEL, Wyse Thin Client, Lenovo ThinkPads, Dell PowerEdge Servers, HP ProLiant G4, G5, G6, G7 servers
OS Administration	Linux kernel 2.6, IGEL UEMS, Windows Server 2003 - 2019, Windows 95, XP – Windows 10/11, MacOS X+
Virtualisation & Hypervisors	VMware ESXi, Vsphere, Oracle VirtualBox, Microsoft Hyper-V
Asset Management	Microsoft Intune/Endpoint Manager, Jamf, Nexthink, GLPi, LANDesk Management Suite, Manage Engine EndpointCentral
Ticket Systems	ServiceNow, Hornbill Supportworks, LANDesk, Freshdesk ServiceDesk, Zendesk
Printers & Management	PaperCut MF, HP LaserJet printers, Canon Multifunction, Brother MFCs

Career History

TradingHub Ltd (*May 2023 — February 2025*)

Senior Desktop Support Engineer (2nd/3rd Line)

Key responsibilities

- Brivo Door Access – Card Management, Access Management & Security for all Staff
- Office Move — 140 London-based staff, comms room move & desk configuration
- Citrix XenApp Cloud — Troubleshooting & maintaining 140 VDIs and 10 multisession server environments
- VMWare vSphere – Administering VMs, managing and maintaining resource and access to VDIs
- Active Directory — On-Premise & Organisation-wide User Account, Access Management & Group Policy Management
- Amazon Web Services – Creation of S3 Buckets, Moving of large data between on-premise and cloud, management of Citrix environment using AWS compute boxes, configuration and management of Disaster Recovery & configuration of IAM roles
- Manage Engine Endpoint Central – Deploying applications, patching endpoints, Remote Control
- Azure Entra ID – Managing of Web Apps, configuration of SSO
- Azure Exchange — Organisation-wide Mailbox Management
- Azure Endpoint Manager — Organisation-wide device Management
- Azure Teams Management — Organisation-wide Phone System Management, Teams Account & Permissions Management
- Windows 10 — Troubleshooting of desktop PC incidents & software issues

- Windows 11 — Troubleshooting of Dell & Lenovo laptop issues & software issues
- Windows Server 2022 — Management of NTFS Permissions, Group Policy & more
- GitLab – Raising + progressing Incidents, Change Requests
- Fresh Service — Managing Incidents, Service Requests Queues & Escalations
- TrendOne – Antivirus and vulnerability detection across Cloud & on-premise Infrastructure
- Microsoft Sec & Compliance — Vulnerability Monitoring, Anti-Phishing, Quarantine etc
- PaperCut – Department Access Printing, Printer Queue Management & Troubleshooting
- Zoom – Phone System Management, Meeting Room Management, Webinars
- Orangebox meeting Room installation & configuration
- IGEL UEMS – Thin Client administration, deployment, monitoring, configuration & management for 140+ physical devices.

Mazars London (*February 2022 — April 2023*)

Service Delivery Consultant (2nd/3rd Line)

Key responsibilities • Office Move — 1200 London-based staff

- Citrix — Troubleshooting & Maintaining Virtual Desktop Environment
- Azure Active Directory — Organisation-wide User Account & Access Management
- Azure Exchange — Organisation-wide Mailbox Management
- Azure Intune — Organisation-wide device Management
- Azure Teams Management — Organisation-wide MS Teams Account & Permissions Management
- Windows 10 — Troubleshooting of desktop incidents & software issues
- Windows Server 2019 — Management of NTFS Permissions, Group Policy & more
- ServiceNow — Managing Ticket Queues & Escalations
- Microsoft 365 Defender — Vulnerability Monitoring & Update/Patch Management
- Nexthink — Monitoring, Analysing & Automating Proactive Hardware & Software fixes

Photobox Group (*July 2018 — February 2022*)

IT Engineer Tech Support (1st/2nd/3rd Line)

Key responsibilities

- CrowdStrike Falcon Sensor — Monitoring and maintaining security across devices
- ManageEngine Desktop Central — Managing, configuring software deployment, remote management & patch management
- LANDesk & Zendesk — Logging & resolving tickets adhering to ITIL standards
- OKTA SSO — Configuring and managing platform for user access to self-published applications
- Confluence & JIRA — Managing, including creation and maintenance of Projects and Spaces
- Asset Management — Responsible for 600+ staff laptops, desktops, all stock management across the business post-office move
- Microsoft Office — Installing, configuring and troubleshooting MS Office 365 across all Windows and Macs
- Adobe & Creative Cloud — Configuring and managing licenses across the business
- Windows Server — Managing roles: Active Directory, Group Policy, DHCP, DNS and Remote Desktop services across VMs
- MacOS & Windows 10 — Configuring and managing desktops and laptops, Windows 10 PCs and laptops
- Google Meet — Configuring and troubleshooting hardware and software for meeting rooms
- Google Workspace — Administering and managing Google Apps and e-mail via GAM
- Mobile Device Management — Assigning handsets, troubleshooting and managing email and other apps across Android & iOS devices
- Symantec Antivirus — Managing Symantec Console, deploying and updating Symantec antivirus clients
- Bitlocker Encryption — Executing transition between Symantec Encryption and Bitlocker; across the business

Datrix Ltd (*August 2017 — May 2018*)

Service Desk Technician (1st/2nd/3rd Line)

Key responsibilities

- Multi-Client Support — Responsible for around 30 customer businesses of various sizes between 15-200 staff laptops and desktops in public and private sector
- Autotask — Logging, resolving or escalating to correct line of support adhering to ITIL standards
- Remote Support — Providing Helpdesk support via phone, using LogMeIn Rescue, N-Able, Remote Desktop and VNC
- MS Office 365 & Adobe — Configuring and managing user licensing across 30+ customer businesses
- Azure AD & Exchange — Configuring and troubleshooting Azure AD, Office 365 and Exchange 2010 Hybrid Environment
- Multi-Platform Support — Configuring and managing Windows XP VMs, MacOS & Windows 10 desktop PCs, laptops &

workstations

- Windows Server — Managing Active Directory, Group Policy, DHCP, DNS and Remote Desktop services

Zoopla Property Group *(February 2014 – August 2017)*

Desktop Support (1st/2nd Line) (1st/2nd/3rd Line)

Key responsibilities

- Ticket Management — Initially using proprietary CRM system, then implemented FreshDesk ServiceDesk adhering to ITIL standards
- Asset Management — Responsibility for 300+ staff laptops and desktops, all stock management across the business prior to office move
- Remote Support — Providing Helpdesk support via phones, using LogMeIn Rescue, Remote Desktop and VNC
- License Management — Configuring and managing Adobe, Atlassian, MS Office 365 licensing across the business
- Windows Environment — Configuring and managing Windows XP VMs and Windows 10 desktops, laptops & workstations
- OS Migrations — Managing two company-wide OS upgrades: manual upgrade from Windows XP to Windows 7 and then roll-out via MDT Windows 7 to Windows 10
- Hardware Deployment — Deployment of over 300 new-to-market Lenovo laptops in conjunction with Windows 10 roll-out
- Microsoft Server — Configuring and troubleshooting up to 2012 virtualised server environments
- Google Apps — Configuring and troubleshooting Google Apps for Enterprise Mail
- Windows Services — Managing Active Directory, Group Policy, DHCP, DNS and Remote Desktop Services
- SharePoint & Office 365 — Installing, configuring and troubleshooting Microsoft SharePoint & Office 365
- Installing, configuring, managing and administering e-mail and other applications on business-issued Android and iOS devices
- Mobile Device Management — Installing, configuring, managing and administering e-mail and other applications on business-issued Android and iOS devices
- Kaspersky Antivirus — Managing the Kaspersky Console and installing antivirus clients
- Disaster Recovery — Initiating and managing the complete office shutdown process

Wirebird Ltd *(February 2013 – September 2013)*

Technical Support (1st Line)

Key responsibilities

- Remote Support — Providing Helpdesk support via phone, Remote Desktop, Remote Assistance & SCCM Remote Control
- Citrix XenApp — Configuring and managing application and server environment
- Multi-Platform Support — Configuring and managing Windows XP Virtual Machines & Windows 8 desktop PCs, laptops and workstations
- Microsoft Server — Configuring and troubleshooting Windows Server up to 2012
- Microsoft Exchange — Configuring and troubleshooting up to 2010
- Network Services — Managing Windows Server networks with DHCP, DNS Active Directory & Remote Desktop Services
- MS Office 365 — Installing, configuring and troubleshooting Microsoft Office applications
- BlackBerry Management — Installing, configuring, managing and administering e-mail on BlackBerry OS 10 devices

Wanstor Network Services *(January 2009 – November 2012)*

Technical Support (2nd Line)

Key responsibilities

- Multi-Client Support — Provided Helpdesk via phones, VNC, Remote Desktop and other remote tools
- On-Site Support — Working on-site across 60-70 clients, each with their unique equipment and staff
- Hardware Management — Installing, configuring and managing Windows desktop PCs, laptops, workstations, Wyse & HP Thin clients - Windows Embedded and Linux based
- Windows Server — Installing, configuring and troubleshooting up to 2008 R2
- Microsoft Exchange — Configuring and troubleshooting up to 2010 — Active Directory, DHCP, DNS and Terminal Services
- BlackBerry BES — Installing, configuring managing and administering and a variety of their devices
- Mobile Device Management — Configuring Exchange e-mail on non-BlackBerry mobile devices (iPhone, Android & Windows Mobile)
- RSA Authentication — Configuring and managing RSA tokens and authentication procedures
- Sophos Enterprise — Managing Console and deploying Sophos Antivirus clients
- Trend Micro — Managing Internet Security (Scanmail, IWSS, IMSS & Officescan clients)
- Exclaimer Mail Utilities — Installing and configuring disclaimers and signatures
- VMware ESXi — Installing and configuring; administering and managing virtual machines using VMware ESX Infrastructure and the vSphere client
- Service Support — Resolving tickets using Hornbill Supportworks adhering to strict SLAs
- Wireless Infrastructure — Installing HP Wireless Access Points, Ruckus Wireless ZoneDirector & WAPs

- Network Hardware — Installing, configuring and troubleshooting Zyxel and Draytek routers
- Windows Migrations — Performing over wide geographical areas
- Server Hardware — Physical installations of HP Proliant G4, G5, G6 and G7 servers, including RAID configurations and OS installations
- Printer Management — Installing, configuring and troubleshooting HP Laserjet Printers, Canon Multifunction machines and Brother MFCs

Endava / BPP (*June 2008 – December 2008*)

First Line A/V Support

Key responsibilities

- User Support — Providing Helpdesk and face to face support to 200-250 users
- Office Setup — Configuring office workstations including all cabling and networking
- A/V Equipment — Troubleshooting WACOM screens, configuring WACOM pens, wireless keyboards & mic, identifying and replacing damaged cabling and overall conference room support
- Windows XP — Configuring all A/V equipment for use with Windows XP workstations

Society of Chemical Industry, London (*April 2008 – May 2008*)

First Line Technical Support

Key responsibilities

- Helpdesk Support — Resolving helpdesk tickets remotely and face to face on-site in Victoria office, up to 100 users
- Software Support — Troubleshooting Windows, IE and MS Office suite of applications
- Server Administration — Configuring Windows Server 2003, including both client/server updates
- Presentation Support — Managing LCD projectors and laptops for conferences and presentations
- Installations — Setting up racks to house Dell PowerEdge servers, UPS, KVMs and power brackets
- User Administration — Managing user accounts in Active Directory with Group Policy to modify permissions

Education & Qualifications

Just IT Training Ltd, London

Network Professional Programme (*September 2007 - March 2008*)

- Microsoft Certified Practitioner (MCP) — Windows XP / Server 2003
- CompTIA A+ IT Technician
- CompTIA A+ Essentials

Epping Forest College

BTEC National Certificate (*September 2004 - March 2007*)

- IT Practitioners