

Hasani Blondel

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About Me

With 15 years of progressive experience in IT, I bring a robust and autodidactic approach to learning and development, consistently seeking to grow with organizations that prioritize customer satisfaction and outcome delivery. My career has provided me with extensive knowledge in hardware and software, spanning end-user computing, scripting, automation, and critical data center and server infrastructure management. I am particularly adept in virtualization and complex office migration projects.

I firmly believe that soft skills are as crucial as technical proficiency. My roles have frequently involved direct customer interaction, where I've honed my abilities in building strong client relationships and fostering partnerships based on mutual respect, consistency, discipline, and respect. I am a committed team player, dedicated to resolving issues efficiently while instilling confidence in colleagues and clients alike. My professional network and commitment to a growth mindset drive me to be agile, reliable, and dependable, especially when navigating unexpected challenges.

Technical Skills	Software & Services
Operating Systems	Linux kernel 2.6, Windows Server 2003-2022, Windows 95-11, MacOS X+, IGEL UEMS
Virtualization & Cloud	VMware ESXi, vSphere, Oracle VirtualBox, Microsoft Hyper-V, Microsoft Azure AD, Office 365, AWS (S3, IAM)
Network & Infrastructure	DHCP, DNS, Active Directory, Group Policy, Citrix XenApp, VPN, Firewalls, Routers, Switches, Wireless APs
Security & Monitoring	Microsoft 365 Security, Symantec Endpoint Security, Trend Micro, Sophos, Kaspersky Antivirus, Crowdstrike Falcon Sensor, SNMPc, Manage Engine DesktopCentral, Microsoft 365 Defender
Scripting & Automation	Bash, PowerShell
Hardware & Asset Management	Dell PowerEdge Servers, HP Proliant Servers, IGEL, Wyse Thin Clients, Microsoft Intune/Endpoint Manager, Nexthink, GLPi
Ticketing & ITIL	ServiceNow, Hornbill Supportworks, LANDesk, Freshdesk ServiceDesk, Zendesk, Autotask

Career History

TradingHub Ltd (May 2023 — February 2025) **Senior Desktop Support Engineer (2nd/3rd Line)**

Key responsibilities

- Administered and maintained critical server infrastructure, including Windows Server 2022, Active Directory, Group Policy, and NTFS Permissions.
- Managed and troubleshoot Citrix XenApp Cloud environments, supporting 140 VDIs and 10 multisession servers.
- Administered VMware vSphere, overseeing VM management, resource allocation, and VDI access.

- Configured and managed AWS services, including S3 Buckets, data migration, and IAM roles for Citrix environment support and Disaster Recovery.
- Managed Azure Entra ID for Web Apps and SSO, Azure Exchange for mailbox management, and Azure Endpoint Manager for device management.
- Implemented and managed endpoint patching and application deployment using Manage Engine Endpoint Central.
- Provided advanced troubleshooting for Windows 10/11 desktop and laptop issues, ensuring high system availability.
- Utilized GitLab and Fresh Service for incident, change, and service request management, adhering to ITIL standards.
- Monitored and managed security across cloud and on-premise infrastructure using TrendOne and Microsoft Security & Compliance tools.

█ Mazars London (*February 2022 — April 2023*) **Service Delivery Consultant (2nd/3rd Line)**

Key responsibilities

- Maintained and troubleshot virtual desktop environments (Citrix) for 1200 London-based staff.
- Managed Azure Active Directory for user accounts, access, and Group Policy.
- Administered Azure Exchange for mailbox management and Azure Intune for device management.
- Oversaw Windows Server 2019 management, including NTFS Permissions and Group Policy.
- Utilized ServiceNow for ticket queue management and escalations, ensuring timely resolution of issues.
- Implemented Microsoft 365 Defender for vulnerability monitoring and patch management.
- Leveraged Nexthink for proactive hardware and software fixes, enhancing system stability.

█ Photobox Group (*July 2018 — February 2022*) **IT Engineer Tech Support (1st/2nd/3rd Line)**

Key responsibilities

- Managed and maintained security across devices using CrowdStrike Falcon Sensor and Symantec Antivirus.
- Performed patch management and software deployment using ManageEngine Desktop Central.
- Administered Windows Server roles including Active Directory, Group Policy, DHCP, DNS, and Remote Desktop services across VMs.
- Configured and managed OKTA SSO platform for user access and Confluence & JIRA for project management.
- Executed transition between Symantec Encryption and Bitlocker across the business.
- Provided comprehensive support for Microsoft Office 365 across Windows and Mac platforms.

█ Datrrix Ltd (*August 2017 — May 2018*) **Service Desk Technician (1st/2nd/3rd Line)**

Key responsibilities

- Provided multi-client support for 30+ businesses, managing laptops and desktops in public and private sectors.
- Configured and troubleshot Azure AD, Office 365, and Exchange 2010 Hybrid Environments.
- Managed Windows Server services: Active Directory, Group Policy, DHCP, DNS, and Remote Desktop services.
- Utilized Autotask for logging and resolving tickets, adhering to ITIL standards.

█ Zoopla Property Group (*February 2014 – August 2017*) **Desktop Support (1st/2nd Line)**

Key responsibilities

- Managed and implemented two company-wide OS upgrades (Windows XP to Windows 7, Windows 7 to Windows 10 via MDT).

- Configured and troubleshot Microsoft Server up to 2012 virtualized server environments.
- Managed Windows Services: Active Directory, Group Policy, DHCP, DNS, and Remote Desktop Services.
- Implemented FreshDesk ServiceDesk ticket system, adhering to ITIL standards.
- Managed Kaspersky Console and installed antivirus clients.

Wirebird Ltd (*February 2013 – September 2013*) **Technical Support (1st Line)**

Key responsibilities

- Configured and managed Citrix XenApp application and server environments.
- Configured and troubleshot Microsoft Windows Server up to 2012 and Microsoft Exchange up to 2010.
- Managed Windows Server networks with DHCP, DNS, Active Directory, and Remote Desktop Services.

Wanstor Network Services (*January 2009 – November 2012*) **Technical Support (2nd Line)**

Key responsibilities

- Installed, configured, and managed Windows desktop PCs, laptops, workstations, and thin clients.
- Installed, configured, and troubleshot Microsoft Windows Server up to 2008 R2 and Microsoft Exchange up to 2010.
- Administered and managed virtual machines using VMware ESX Infrastructure and vSphere client.
- Configured and managed RSA tokens and authentication procedures.
- Performed physical installations of HP Proliant servers, including RAID configurations and OS installations.

Endava / BPP (*June 2008 – December 2008*) **First Line A/V Support**

Key responsibilities

- Configured office workstations, including cabling and networking.
- Troubleshot A/V equipment and provided conference room support.

Society of Chemical Industry, London (*April 2008 – May 2008*) **First Line Technical Support**

Key responsibilities

- Administered and configured Windows Server 2003, including client/server updates.
- Managed user accounts in Active Directory with Group Policy to modify permissions.
- Set up racks for Dell PowerEdge servers, UPS, and KVMs.

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