

ZACHARIAS DAYNES

IT Support Engineer

PROFESSIONAL SUMMARY

Dedicated and Seasoned IT Support Engineer with a decade of technical experience in IT infrastructure, service desk operations, and cloud-based systems. Proven track record in diagnosing complex issues, streamlining support processes, and delivering high-quality customer service. Skilled in Microsoft 365, Azure AD, Active Directory, Microsoft Intune, and IT asset management.

Adept at working in fast-paced environments with a hands-on, solution-focused approach. IT professional with strong background in providing comprehensive technical support and innovative solutions. Known for effective collaboration and achieving desired results in dynamic environments. Reliable team player skilled in problem-solving and adapting to evolving technology needs.

CORE QUALIFICATIONS

Windows 10/11 Desktop Support	MacOS
Hardware deployment	Device imaging
Office 365/Azure Management	Jira, Connectwise, IT Glue RMMs
Exchange and Active Directory	Team leadership
Software installation	Help desk support
Network troubleshooting	Remote desktop support

WORK HISTORY

IT SUPPORT ENGINEER 04/2022 to Current
G Network Communications, London, Islington

- Maintained a 98% response and resolution rate, handling over 5,000 support requests (avg. 40 per week).
- Diagnosed and resolved technical issues for global end-users across multiple systems and applications.
- Managed IT asset lifecycle from procurement to retirement, including repairs and warranty (RMA) processing.
- Monitored and responded to security system alerts, mitigating false positives and genuine threats.
- Deployed and maintained Conditional Access policies to strengthen security posture.
- Migrated orphaned systems into Azure infrastructure, ensuring compliance and operational efficiency.
- Installed and configured Dell and HP servers, laptops, VoIP systems, and conferencing equipment.
- Contributed to support process documentation, ensuring consistent and up-to-date best practices.
- Promoted from Service Desk Engineer in recognition of consistent high performance, technical expertise, and leadership ability.

IT SERVICE DESK TEAM LEADER 05/2021 to 04/2022

IT Genie Ltd, Crawley

- Directed the daily operations of a multi-tier service desk, overseeing workload distribution, ticket prioritisation, and SLA compliance.
- Acted as the final technical escalation point for complex infrastructure and application issues before senior management intervention.
- Performed advanced troubleshooting across Windows Server, Azure AD, Office 365, and hybrid environments.
- Implemented quality control checks on all client device builds, ensuring correct configuration, security hardening, and compliance with ITIL change management processes.
- Responded to and coordinated resolution for Priority 1 (P1) incidents, reducing downtime and service impact for high-value clients.
- Developed reporting processes to audit KPIs, identify bottlenecks, and recommend process optimisations.
- Served as the bridge between service desk staff and senior management, communicating technical challenges and advocating for system/tool improvements.

SERVICE DESK ENGINEER 02/2019 to 05/2021

IT Genie Ltd, Crawley

- Provided first- and second-line support for on-premises and cloud environments.
- Led Office 365 migrations and Azure AD integrations in hybrid setups.
- Implemented cybersecurity protocols including 2FA, Cyber Essentials, and dark web monitoring.
- Maintained backup systems and provided pre-sales technical consultation.
- Installed, maintained and deployed SaaS backup services such as Baracudas Intronis, Acronis, Datto and expanding the data governance on Office 365 Tenancies.
- First point of contact in issues and liason with Project Engineers for documentation creation and general help.

TRAVEL SUPPORT EXECUTIVE 02/2018 to 01/2019

Allianz Worldwide Partners, Croydon

- Managed travel insurance claims lifecycle, ensuring compliance and customer satisfaction.
- Provided policy advice and claims assistance for 350+ insurers.

ACCOUNT EXECUTIVE 04/2017 to 02/2018

Total Gas & Power Business Services, Redhill

- Negotiated and managed energy contracts valued at £7M annually.
- Coordinated with brokers, suppliers, and customers to secure competitive pricing.

EDUCATION

Kingston University

BA (Hons), Media Skills, 06/2016