

Christopher Jordan

SENIOR IT ENGINEER

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London & South East

A dedicated IT professional with over 20 years of experience across healthcare, finance, legal, charity and commercial environments. Proven expertise in installation, configuration and troubleshooting across Microsoft 365, Azure, AWS, networking and security — from first-line fix to full project delivery. A proactive self-learner with strong technical acumen and project management capability, now seeking a senior IT engineer role where I can apply my skills to drive success.

KEY ACHIEVEMENTS

- Delivered an AWS disaster recovery project for a key client (Charles Square IT)
- Built Defender 365 anti-phishing policies and led an MFA rollout
- IT Site Lead at GE Capital, directly supporting 400+ users
- Automated Active Directory account creation and management with PowerShell for ~300 users
- Led a multi-site network equipment replacement and upgrade under change control
- Supported NHS clinical systems including PACS, CRIS, ICE and NoteOn

TECHNICAL SKILLS

Cloud: Microsoft Azure, AWS, Microsoft 365, Azure AD / Entra ID

Networking: Cisco Meraki, LAN/WAN/Wi-Fi, VLAN, VPN, GlobalProtect

Endpoint: SCCM, Endpoint Manager / Intune, imaging, device wiping, Windows & Mac

Scripting: PowerShell, PuTTY / SSH

Collaboration: Microsoft Teams, Zoom, Yealink, Poly, MiCollab, call administration

Security: Microsoft Defender 365, MFA, Darktrace

Servers & virtualisation: Windows Server, Active Directory, Hyper-V, VMware vSphere & Horizon, Citrix

Backup & recovery: Veeam, AWS DR, OneDrive, cloud backup

Service management: ServiceNow, Jira, Confluence, Salesforce, Exchange

CORE COMPETENCIES

Project Management Analytical Problem Solving Risk Management Communication Collaboration
Customer-Facing Attention to Detail Organisational Skills Adaptability Self-Starter

PROFESSIONAL EXPERIENCE

Service Desk Support Analyst (contract)

Sep 2025 – Dec 2025

NHS – Royal National Orthopaedic Hospital

- Provided IT support to on-site and remote staff by phone, email and remote session, escalating where appropriate
- Resolved VMware Horizon and GlobalProtect VPN issues
- Supported clinical applications: CRIS, ICE, iCS, PACS, NoteOn and Insight
- Supported MiCollab telephony for remote workers

Service Desk / Field Engineer

Aug 2023 – Jul 2025

Charles Square IT

- Provided on-site and remote support across complex client IT environments
- Delivered an AWS disaster recovery project for a key client
- Managed Windows Server and virtual environments across Windows and Mac platforms
- Administered Active Directory, Azure AD and Microsoft Defender 365
- Managed cloud services and backups using Veeam and other cloud solutions

- Built strong stakeholder relationships and shared knowledge to improve service delivery

Senior Infrastructure Analyst

Nov 2022 – Apr 2023

Quorum Network Resources Ltd

- Delivered BAU technical support to ~300 on-site and remote users
- Automated Active Directory account creation and management via PowerShell
- Managed Microsoft licensing in Azure and oversaw MFA implementation
- Monitored and troubleshoot Citrix connections and OneDrive data sharing
- Developed Microsoft Defender 365 security policies to combat phishing

Senior IT Support Engineer (contract)

Jul 2022 – Sep 2022

Art Fund

- Provided helpdesk support for Azure platform users and initiated infrastructure upgrade projects
- Led technical implementation for LiveOps projects, working with teams and vendors to resolve device and server issues

Senior Support Engineer

Sep 2021 – Apr 2022

Kocho / TiG Data Intelligence

- Provided IT support to clients across finance and legal sectors
- Managed application support on Azure and performed workstation re-imaging
- Wrote client process documentation; monitored servers for security and performance

Field Engineer / Technical Service Analyst

Mar 2018 – Sep 2021

Modern Networks

- Delivered second-line support for commercial properties, liaising with vendors
- Implemented change controls for network infrastructure and carried out hardware upgrades
- Led a successful multi-site network equipment replacement and upgrade project

Mobile Field Engineer

2015 – Dec 2017

Computacenter

- Resolved incidents for a range of clients, working autonomously and as part of a team
- Site lead at GE Capital, directly supporting 400+ users

EARLIER CAREER

Feb 2014 – 2015	IT Site Lead, GE Capital
Mar 2008 – 2014	Junior IT Site Lead, GE Home Lending (Computacenter)
Mar 2006 – Feb 2008	IT Engineer, BT Global Services
Mar 2005 – Feb 2006	2nd Line Support Engineer, HP-CDS (Hewlett Packard)
May 2003 – Mar 2005	2nd Line Support Analyst, TK Maxx HQ

Earlier employment history available on request.

EDUCATION

BSc Astrophysics

University of Hertfordshire, 2000

BTEC Diploma in Business and Finance

West Herts College, 1992

QUALIFICATIONS & TRAINING

Microsoft Azure Fundamentals (AZ-900) – May 2023

MEWP & Scissor Lift (Mobile Vertical & Boom) – 2018

PfCO – CAA approval for commercial aerial operations, EuroUSC – 2016

UAV Theory (2016) & **Operations Manual Assessment** (2018)