

MARK NEWMAN

SYSTEMS & NETWORK ENGINEER 📍 RELOCATING TO LOUISVILLE, KY ☎ +1(502-354-1381)

◦ DETAILS ◦

Louisville, KY
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◦ SKILLS ◦

Microsoft Certified: Azure Fundamentals (AZ-900)

Excellent communication with clients, account managers, and senior leadership

Experience with MFA, Conditional Access, patch management, and email security (SPF, DKIM, DMARC)

Experience with Datto backup and DR, SAN/NAS storage, and Ubiquiti and Cambium Wi-Fi

Strong knowledge of ConnectWise, Autotask, SLA management, and change management

Experience with VoIP and telephony, including 3CX and SIP trunks

◦ HOBBIES ◦

PC Building
Homelab
3D Modelling
Chess
Golf
Astronomy

◦ AVAILABILITY ◦

Arriving November 2026
US work authorized
No sponsorship needed
Video interviews available now



PROFILE

Relocating from the UK to Louisville, KY, authorized to work in the US. Systems and network engineer with 8+ years in MSP and education IT, from supporting 100+ SMB clients to serving as sole on-site IT lead for a 680-user school. Hands-on with Microsoft 365, Windows Server and Active Directory, Cisco/Fortinet/Sophos networking, Hyper-V, Datto, and PowerShell/RMM automation.



EMPLOYMENT HISTORY

Senior IT Technician at Inspired ICT Ltd (MSP supporting UK schools) (Remote)

Jul 2024 - Present

Redesigned ticket flow and documented a new support work system for the team

Scripted laptop provisioning for school sites, replacing a fully manual setup process

Automated the annual student year-group rollover and built a randomized, easy-to-remember password reset process for young students

On-Site Head of IT (Under Inspired ICT) at Sherfield School, Sherfield on Loddon

Jul 2024 - Jul 2026

Rebuilt an undocumented IT environment from the ground up as the sole on-site IT lead, supporting 550 students and 130+ staff

Led a campus-wide Wi-Fi overhaul: surveyed every building for dead zones and project managed replacement of all access points with Cambium hardware

Designed an isolated exam network: a self-repairing VLAN with its own printers that blocks internet access during exams

Administered Microsoft 365 Education (Entra ID, Intune, Teams) and managed Smoothwall and Cisco Umbrella filtering for student safety compliance (comparable to CIPA)

Led Cisco contractors on infrastructure changes, managed the IT budget independently, and presented IT updates at board meetings

Promoted to Technical Service Delivery Analyst at Coffee Cup Solutions, Wokingham

Oct 2023 - Jul 2024

Automated change validation across 6 enterprise clients, including a Bank of England subsidiary, stopping incorrect changes reaching production; gave technical oversight to 4 Citrix engineers

Promoted to IT Support Team Leader at Coffee Cup Solutions, Wokingham

May 2021 - Oct 2023

Led 4 junior engineers supporting 100+ SMB clients, owning performance, recruitment, mentorship, and workload

Enforced step-by-step documented processes so every ticket had complete information and correct categorization

Deployed NinjaRMM and ConnectWise Automate and championed PowerShell automation across AD and Microsoft 365

Network and Infrastructure Technician at Coffee Cup Solutions, Wokingham

Mar 2019 - May 2021

Provided Tier 1-3 support to 100+ SMB clients, owning issues end to end across networking, firewalls, Windows Server, Hyper-V, and Azure/AWS



EDUCATION

Level 3 IT and Networking Apprenticeship, QA Apprenticeships, London

Jan 2018 - Mar 2019

Graduated Level 3 with 6 Microsoft qualifications.