

Michael Collins (MCP)

Senior IT Support & Infrastructure | Azure | VMware | Leadership & Incident Management

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Profile

Experienced IT professional with 9+ years in technical support and infrastructure management, specializing in Microsoft technologies, cloud solutions, and network security. Adept at leading teams, managing major incidents, and implementing ITIL best practices to ensure seamless service delivery.

Core Skills

- Microsoft Modern Workplace: Intune, Entra ID, Office 365
- Cloud & Virtualization: Azure AD, VMware ESXi, Hyper-V
- Infrastructure & Security: Windows Server, Network Security, Firewalls
- Leadership: Incident Management, Team Coaching, Performance Reporting

Certifications

- MCPS: Microsoft Certified Professional
- MTA: Windows Operating System Fundamentals
- Engineering Cisco Meraki Solutions (ECMS1)

Experience

Focus Group – Out of Hours Shift Lead (Aug 2025 – Present)

- Lead 24x7 OOH team, ensuring KPI and SLA compliance.
- Senior escalation point for critical incidents; coordinate major incident responses.
- Execute emergency changes, maintain risk registers, and enforce SOPs.
- Deliver performance reports and drive continuous improvement.

Focus Group – Out of Hours Technical Support (May 2023 – Aug 2025)

- Provided advanced technical support for Office 365 and Windows environments.
- Administered firewalls and strengthened network security.
- Enhanced virtualization capabilities with VMware and Hyper-V.

Focus Group – 2nd Line IT Support Engineer (Apr 2022 – May 2023)

- Managed and resolved technical issues, ensuring timely communication.
- Supported continuous service improvements and collaborated across teams.

5G Communications Ltd – Technical Support Engineer (Nov 2021 – Apr 2022)

- Migrated Exchange Server 2013 to hybrid Office 365/Azure AD.
- Installed NEC VoIP systems and provided remote connectivity support.

Education

- Microsoft Technology Associate – Microsoft Community (2014)
- MCP Certification – Microsoft Community (Apr 2014)