

Josh Bailey – 19/09/98

Flat 2 Wharv View
4 Park Street
Milton Keynes
MK9 4BZ

Mobile: +44 7712 570167
Email: jjb303@hotmail.co.uk

Profile

A highly skilled and technology-focused professional with diverse experience across leading organizations and cutting-edge technologies. I possess strong fundamentals in consumer-grade technology, network management, and IT systems, excelling in high-pressure environments that demand critical thinking, attention to detail, and excellent customer engagement. I thrive in environments where I can apply my technical knowledge and continue learning emerging technologies to drive innovative solutions and stay ahead in my expertise. My leadership experience has honed my ability to mentor teams, manage projects, and deliver results, drawing on valuable lessons from roles at top-performing organizations like Apple and Red Bull Racing.

Experience

Aston Martin F1: Service Desk Analyst – Excluded functions (*Mar '25 – present*)

- Provide first- and second-line IT support covering all business critical excluded F1 activities independently
- Engaged with all levels of internal stakeholders and providing support and care in a carefully prioritised timeline with varying amounts of urgency and pressure.

Key Contributions:

- Piloting IT inductions and innovated to maximise effectiveness of information intake and IT confidence.
- Maximised support opportunities with considering of included function traces while professionally managing expectations
- Achieved and maintained a low open ticket count to achieve best standard for support availability and first response time

Partnership Education: IT Technician / Team lead (*Jul '23 – Mar '25*)

- Provide first- and second-line IT support across multiple primary and secondary school campuses, independently managing diverse IT environments meeting 97% of SLAs
- Oversee Microsoft 365 administration, including Intune, Entra, Exchange, and SharePoint for over 2,000 user accounts and 800 client devices
- Maintain and configure networking infrastructure (switch patching, VLAN structures, Fortinet firewalls, DHCP).
- Manage Windows systems (10, 11) alongside Active Directory, Group Policy, and Configuration Manager tools.
- Ensure smooth operation of additional technologies such as CCTV, printers, and VoIP systems.
- Deliver comprehensive support for Google Workspace environments.

Key Contributions:

- **Team Leadership:** Mentored junior technicians, managed performance for a team of five, and provided guidance during critical support challenges, as well as passed new ideas and templates for improved standards and procedures to senior directors.
- **Senior Technician:** Collaborated with teaching staff and administrators to tailor IT solutions that support educational objectives, resulting in improved user satisfaction and workflow efficiency.
- **Account Management:** Directed contract renewals, led procurement efforts, and conducted strategy meetings to align IT solutions with school objectives.

Josh Bailey – 19/09/98

Flat 2 Wharv View
4 Park Street
Milton Keynes
MK9 4BZ

Mobile: +44 7712 570167
Email: jib303@hotmail.co.uk

- **Project Management:** Successfully executed site-wide technical refreshes, ensuring timely delivery within set KPIs including desktop, peripheral and interactive panel installations for over 100 classrooms, as well as edge switch replacements across sites reducing network outages from once per week to exactly zero.

Red Bull Racing: IT Deployment Engineer (FTC) (Jan '23 – Apr '23)

- Coordinated deployment of computing systems for employees and departments, ensuring seamless integration of hardware and peripherals.
- Built and configured laptops/desktops using tailored task sequences to meet user-specific requirements.
- Conducted thorough quality checks on deployed devices, validating hardware performance and intricate software compliance.
- Delivered in-person and remote technical support for newly deployed systems.

Key Achievements:

- Met tight deadlines for onboarding equipment and large-scale departmental upgrades.
- Enhanced user experience by resolving issues promptly and providing post-deployment support.

Apple: Technical Specialist (Sep '17 – Jan '23)

- Delivered expert troubleshooting and support for Apple customers, addressing hardware and software challenges.
- Educated customers on product features and best practices, empowering them to maximize their Apple technology.
- Handled customer escalations with empathy, restoring satisfaction and maintaining strong client relationships.

Key Competencies:

- Developed exceptional listening and problem-solving skills.
- Drove results through teamwork and a focus on continuous improvement.

Technical Skills

- **Operating Systems:** Windows 10/11, Active Directory, Group Policy, Configuration Manager.
- **Hardware:** Desktops, laptops, mobile devices, network switches.
- **Networking:** VLANs, DHCP, Fortinet firewalls, switch setup/configuration, patch panels.
- **Platforms:** Microsoft 365 (Intune, Entra, Exchange, SharePoint), Google Workspace.
- **Other Technologies:** CCTV, printers, VoIP systems, Hyper-V, VM management
- **Soft Skills:** Leadership, mentoring, project management, strategic planning, customer service excellence.

References

Ash Turner - Director at Partnership Education
Email: ash.turner@partnership.education
Phone: 0330 050 6211

Nimesh Kotecha – Head of Client Service Delivery
Email: Nimesh.kotecha@redbulltechnology.com
Phone: 07703 676245

Ken Drewery – Line Manager at Apple
Store Milton Keynes

Josh Bailey – 19/09/98

Flat 2 Wharv View
4 Park Street
Milton Keynes
MK9 4BZ

Mobile: +44 7712 570167
Email: jjb303@hotmail.co.uk

Email: Miltonkeynes@apple.com
Phone: 01908 856660