TYRELLE TRERISE

ICT Support Engineer

07498920662   tyrellet@gmail.com   LinkedIn   Portfolio

SKILLS

AWS: API Gateway, Certificate Manager, CloudFormation, CloudFront, CloudTrail, CloudWatch, Cognito, DynamoDB, EC2, IAM, Lambda, Route53, RDS, S3, SNS, VPC.

Data Formats: JSON., YAML

MDM: Intune, JAMF, LightSpeed, Meraki.

Microsoft 365: Admin, Defender, Entra, Exchange, Graph, Intune, OneDrive SharePoint.

Networking: Aruba, DHCP, DNS, Firewalls (WatchGuard, SonicWall), Meraki, SNAT, TCP, UDP, Unifi, VPNs (IPSEC, SSL, IKEv2), VLANs, VoIP.

Operating Systems: Linux (Amazon Linux, Ubuntu), MacOS, Windows (10-11, Server 2012-2022).

Programming/Scripting Languages: Bash, PowerShell, Python.

Service Desk: Freshdesk, Ninja RMM, Datto RMM, Autotask.

Software: Aruba Central, Active Directory, GitHub, Group Policy, Hyper-V, Meraki Cloud, Net2, NetSweeper, UniFi Cloud, Veeam, vCenter Server. 3CX.

Virtualisation: VMware ESXi, Microsoft Hyper-V.

PERSONAL PROJECTS:

Static Website Hosting Utilising a Content Deployment Network:
Deployed a static website on AWS (S3, CloudFront, Route53).

Multi-Region VPC Network Architecture with Transit Gateway:
A multi-region cloud network architecture on AWS (Transit Gateway, VPC).

Multi-Tier Web App on AWS:
Deployed a non-scalable 3-tier architecture. (ALB, EC2, RDS, VPC).

Secure Serverless App:
Built a serverless CRUD API (API Gateway, Cognito, DynamoDB, Lambda).

SUMMARY

Experienced Level 3 IT Engineer with expertise in comprehensive infrastructure management, cloud solutions (AWS, Microsoft 365), and advanced network administration. Proven ability to resolve complex incidents, automate processes, and enhance security postures for diverse client environments

CERTIFICATIONS

AWS Certified Solutions Architect – Associate 2023
CompTIA A+ 2022
Microsoft 365 Fundamentals 2025
Watchguard Network Security Essentials 2025
3CX Advanced Certified Engineer 2024

CERTIFICATES IN PROGRESS:

AWS Certified SysOps Administrator - Associate
Microsoft 365 Certified: Endpoint Administrator Associate

EDUCATION

BTEC Level 3 Extended Diploma in Sport D, M, M
Cornwall College
09/2012 - 07/2014
GCSE (Maths, English, History, Science) C, B, B, C
Pool Academy
09/2007 – 07/2012

EXPERIENCE

ICT Support Engineer

Apex Network Solutions **05/2025 – Present**

Providing 3rd Line IT support for managed service clients across diverse environments, ensuring optimal system performance and resilience.

- Improving operational efficiency by automating critical tasks like user lifecycle management and application deployment using PowerShell.
- Leveraging Microsoft Graph for advanced and programmatic management of Microsoft 365 environments.
- Implementing and monitoring Conditional Access Policies for enhanced security.
- Overseeing granular firewall access control, defining rules based on FQDNs and precise port specifications.
- Diagnosing and resolving complex Layer 3/4 network issues utilising firewall traffic monitoring tools.
- Administering and optimising VMware vSphere environments, including ESXi host and VM management.
- Administering Active Directory and Group Policy.
- Administering mobile device management platforms (Intune, JAMF, LightSpeed, Meraki).
- Built a virtual sandbox environment for firewall training to upskill team members using Hyper-V.

ICT Field Engineer

iCT4 **03/2024 – 05/2025**

Providing 1st and 2nd line IT support for managed service clients across multiple sites, ensuring efficient service desk operations and IT infrastructure management.

- Delivering remote and onsite technical support, handling service requests and incidents through Freshdesk ticketing system.
- Administering Active Directory, Group Policy, DNS, DHCP, and local server backup.
- Deploying and managing Microsoft 365 services, including Intune and Autopilot.
- Supporting Apple devices via JAMF, Apple Business Manager and Apple Configurator 2.
- Installing, configuring, and troubleshooting network hardware, including firewalls (WatchGuard, SonicWall), switches, access points (Meraki, Unifi), and IP phones (3CX, Teams Phones).

- Creating and managing VPNs, VLANs, and implementing network security best practices.
- Large scale project work involving hardware rollouts and fibre/copper cabling installations.
- Built a virtual sandbox environment for firewall training to upskill team members using Hyper-V.

Technical Helpdesk & Customer Support Engineer

UTP Merchant Services **09/2022– 10/2023**

Part of a helpdesk team that focused on card terminals and payment systems.
- Maintained accurate documentation of issues and resolutions.
- Maintained and monitored the helpdesk ticket queue, ensuring SLAs and KPIs were consistently met.
- Provided remote and phone support to users, resolving technical issues.
- Logging tickets.
- Assisted the second-line team with IT systems in the Manchester office.
- Basic network management, ensuring switches were patched correctly and fault finding.
- Overseeing IVR and phone system configuration.