JASRAJ KAINTH

Senior IT Operations & Infrastructure Engineer

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From leading a team of six EUC engineers to running my own MSP, I bring experience across enterprise IT operations and technical delivery for large corporate environments and SMEs. My background spans Microsoft 365 migrations, infrastructure deployments and disaster recovery, combining hands-on engineering with team leadership and responsibility for client services.

EXPERIENCE

Director / Technical Consultant · Woo IT **Sep 2024 - Current**

- **Founded and operated an MSP** delivering managed IT services, infrastructure support and technology projects to SME clients across the East Midlands.
- Managed **end-to-end client service delivery**, including technical escalations, supplier coordination, customer communication, service quality and resolution of operational issues.
- Planned and delivered **Microsoft 365 tenant migrations** and infrastructure changes, coordinating technical activities while maintaining service continuity for client organisations.
- Managed **third-party suppliers and technology partners** across Microsoft 365 licensing, connectivity, security, backup, hardware and infrastructure services.
- Designed and implemented **Microsoft 365, Windows Server**, networking and cloud solutions based on customer operational and technical requirements.
- Delivered infrastructure projects including network migrations and complete deployments using **Cisco Meraki, UniFi, Starlink**, firewalls, switching and wireless infrastructure.
- Managed backup, disaster recovery and cybersecurity services, including **recovery of a client environment following a ransomware incident** using a known-good pre-compromise backup.
- Produced technical documentation and communicated implementation, support and operational requirements to customers and third-party providers.
- Supported the transition of managed IT clients and services to a successor provider, coordinating operational handover, knowledge transfer and continuity of customer services.

Senior Technical EUC Specialist · Domestic & General PLC **Nov 2021 – Sep 2025**

- **Led a team of six engineers**, managing workloads, mentoring colleagues and acting as the senior technical escalation point across enterprise EUC and IT operations.
- Worked across Infrastructure, Security, Service Desk and business teams to **coordinate technical change**, **resolve operational risks** and ensure new or changed services could be supported effectively in BAU.
- Administered **Microsoft 365, Azure, Entra ID, Intune, SCCM**, Active Directory, Exchange, VMware and Citrix within a large, regulated enterprise environment.
- Managed **identity, access and endpoint services** across a large enterprise estate, including device provisioning, software deployment, asset management and CMDB administration.
- Produced technical documentation, support procedures and operational guidance to improve consistency, troubleshooting and knowledge transfer across support teams.
- Supported endpoint security using **CrowdStrike, Rapid7 and Zscaler**, working closely with Security teams on access, authentication and remediation activities.

- Diagnosed and resolved complex infrastructure incidents, including an **enterprise DFS namespace issue** affecting organisation-wide shared-drive availability.
- Administered and supported enterprise **macOS** devices through **Jamf Pro, Apple Business Manager**, ADE and APNs.
- Delivered deployment of **more than 80 enterprise laptops within one week** while maintaining business-as-usual support.

IT Operations Support Analyst · DPD UK **Jun 2018 – Nov 2021**

- Delivered **1st–3rd line support** across a 24/7 logistics operation supporting **6,000+ users**.
- Monitored business-critical **warehouse infrastructure and operational technology**.
- Built, repaired and redeployed desktops, laptops and handheld devices.
- Supported workstation deployments, **Zebra label printers** and enterprise printing.
- Administered **Active Directory, Windows Server**, VMware, **SQL and Google Cloud**.
- Configured **Cisco networking, VPNs and VLANs**.

PROJECTS

Enterprise Laptop Deployment

Delivered an enterprise **HP laptop refresh using SCCM**, deploying **80+ devices in a single week** and averaging **40 devices per week** through automated imaging and pre-provisioning. Also deployed **MacBook Pro devices using Jamf Pro**, while maintaining day-to-day IT support.

Warehouse IT Relocation

Supported the relocation of a large warehouse, personally **installing and configuring Cisco network switches** and completing organised Ethernet cabling. Connected and tested **Zebra printers and wireless access points**, helping prepare the new site for warehouse operations with minimal disruption.

DFS Infrastructure Remediation

Investigated an enterprise **DFS namespace issue affecting organisation-wide shared-drive availability**, tracing the problem to poorly maintained file shares. Cleaned up the affected shares and validated files, resolving the issue and restoring reliable access.

Starlink Network Deployment

Designed and deployed a business network combining **Starlink connectivity with UniFi switches and wireless access points**. Replaced an unreliable **4G connection** that provided little to no connectivity and caused repeated network drops, delivering reliable connectivity for a remote client site.

SKILLS

Cloud & Identity: Microsoft 365, Microsoft Azure, Entra ID, Active Directory, Exchange Online

Endpoint: Intune, SCCM/MECM, Autopilot, Jamf Pro, macOS, Apple Business Manager, ADE, APNs, LAPS

Infrastructure: Windows Server, VMware, Citrix, Cisco Meraki, DNS, DHCP, VPN, VLANs

Security: Zscaler ZIA/ZPA, CrowdStrike, Rapid7, Sophos, Conditional Access, MFA

Automation: PowerShell, SQL

IT Operations: ServiceNow, CMDB, Asset Management, Disaster Recovery, Vendor Management, Technical Leadership

EDUCATION

Anglia Ruskin University **2012 - 2016**
BSc (Hons) Computer Gaming Technology