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BUSINESS PROFILE SUMMARY

I provide hands-on Microsoft 365 delivery and administration, supporting consultancies, MSPs, and end-clients through fractional and associate engagements.

My focus is on structured, dependable delivery across Microsoft 365 implementation, migration, data remediation, permissions design, and post-migration stabilisation, particularly in complex or inherited environments.

With over 16 years' experience across infrastructure, content management, and cloud platforms, I support projects from initial assessment through execution, reconciliation, user testing and transition to BAU.

I am regularly engaged to bring clarity, order, and sustainability to Microsoft 365 tenants with security and data awareness embedded as standard.

I deliver independently or as part of wider programmes, working closely with internal IT teams and consultancy delivery leads.

CORE MICROSOFT 365 DELIVERY SERVICES

- Microsoft 365 Tenant administration and optimisation
- Migration planning, execution, reconciliation and post-migration stabilisation
- SharePoint, Teams structure and OneDrive, configuration, integration and remediation
- Data analysis, clean-up and permission model design
- Legacy platform transitions into Microsoft 365
- Inherited and organically grown tenant remediation
- Documentation, handover and transition to BAU support

SELECTED DELIVERY EXAMPLES

- Supported consultancy-led Microsoft 365 migrations for complex, inherited tenants, delivering data analysis, remediation, migration execution, reconciliation and post-migration stabilisation.

- Engaged to stabilise and restructure organically grown Microsoft 365 tenants, addressing permissions sprawl, data hygiene and usability issues ahead of wider transformation programmes.
- Provided associate delivery support across parallel migration and remediation projects, working alongside internal IT teams, MSPs and consultancy delivery leads.
- Delivered post-migration clean-up and security-aware remediation to support sustainable Microsoft 365 environments and Cyber Essentials-aligned practices.

ENGAGEMENT MODELS:

- Fractional Microsoft 365 delivery and support
- Associate delivery resource within consultancy-led programmes
- Fixed-term project support for migration, remediation and stabilisation
- Post-migration BAU transition and handover support

DELIVERY BACKGROUND & EXPERIENCE:

I have delivered Microsoft 365 services across a wide range of sectors including construction, finance, pharmaceuticals, technology, education, sustainability and the public sector. My work frequently involves complex or inherited environments where tenants have grown organically over time or where legacy platforms are being transitioned into Microsoft 365.

Through IT KiTT LTD, I support organisations at all stages of Microsoft 365 migration and modernisation from early data analysis and planning through to execution, reconciliation, user testing and post-migration stabilisation. I am regularly engaged to support delivery teams during high-pressure phases, providing reliable execution and structured clean-up alongside wider programmes of work.

I work independently or embedded within delivery teams, collaborating closely with internal IT staff, MSPs and consultancy partners to ensure clear handover, sustainable outcomes and tenants that are usable long after project completion.

My experience spans over 16 years across IT infrastructure, content management and cloud platforms. I use enterprise-grade tooling including AvePoint Fly, DocAve, Quest, ShareGate, and Komprise to support controlled migration, remediation and ongoing tenant optimisation, with security and data awareness treated as a baseline expectation.

CORE TECHNICAL SKILLS

- Microsoft 365 tenant administration and housekeeping
- SharePoint and Teams structure, clean-up and optimisation
- Permissions models, external access and secure collaboration
- Information architecture and data governance

- Data availability, integrity and confidentiality support
- Pre-migration data assessment and cleansing
- Post-migration validation and stabilisation
- User enablement and business adoption
- Documentation, user guidance and training

Microsoft Collaboration & Planning Apps

- **Planner** — task management, buckets, due dates, team task boards
- **Microsoft Lists** — structured lists for tracking data, assets, requests, onboarding, etc.
- **Forms** — surveys, feedback forms, data intake forms
- Collaboration features (co-authoring, permissions, versioning)

Document & Content Tools

- **SharePoint Administration** — file storage, libraries, content organisation & restructuring, versioning, retention, site design, permissions & access for sensitive data, metadata, Intranet, Comms sites, Hubs, Standalone sites, integration with Teams & M365 Groups
- **Teams Administration** – channel structure and reorganisation, meetings, use of Standard, Public, Private Channels, Integration with SharePoint & M365 Groups
- **OneDrive** — personal file storage and sharing, permissions & access for sensitive data
- **Office apps** (Word, Excel, PowerPoint) — co-authoring, versioning, best practice for requirements

Communication Tools

- **Teams** — messaging, standard, private and shared channels, meetings, collaboration, access and permissions
- **Exchange/Outlook** — email, folder structure and calendar

TECHNICAL SERVICES:

- Clean-up, reorganising and restructuring of Teams, SharePoint, OneDrive, Exchange environments
- Google Workspace management & administration, use of Labels for classifying, securing & searching files
- Build storage architecture; SharePoint site, library, folder, file - including multiple permission models, data management; versioning, co-authoring, retention, storage, governance & compliance models, integration of SharePoint, Teams, OneDrive

- Develop SharePoint hubs, Communication & Team sites, intranets, SharePoint Standalone Sites, integration with Teams, M365 Groups
- Manage multiple permission models for sensitive data, unique and inherited permissions, external access, and secure data-sharing
- Migration planning & execution using enterprise tools such as ShareGate, Quest, AvePoint Fly, DocAve & Komprise
- Pre-migration planning; due-diligence, data analysis, cleansing, planning, prioritising, proof of concept (PoC), Pilot projects
- Microsoft 365 staff training & change-management support, creation of Knowledge Base content
- Cyber security support, guidance and best-practice implementation

PROFESSIONAL EXPERIENCE

Microsoft 365 Specialist and Migration Consultant

- Planning and executed of large complex migrations including SharePoint on-prem → SPO, tenant-to-tenant, and legacy file share to M365 using AvePoint Fly, DocAve, Quest, ShareGate and Komprise.

SharePoint • Web Editor • Content Manager

- Designed SharePoint standalone, Comms, Hubs, MS Teams sites, intranets, manage content, permission models and governance.

KEY CLIENTS & INDUSTRY EXPERIENCE:

Selected organisations I have supported through Microsoft 365 delivery and sustained engagements across adoption, migration support, implementation and reorganisation programmes, including SharePoint, Teams, Microsoft 365 Groups, OneDrive and Exchange with governance and technical consultancy.

- **Openwork Partnership (Finance sector) 2025**
Microsoft 365 & Google Workspace migration expertise using AvePoint Fly, Exchange Online, OneDrive, SharePoint and device/application setup for Cyber Essentials readiness.
- **West Mercia Police 2023 – 2025**
Large-scale file share to M365 SharePoint & Teams migration (approx.400TB) using ShareGate, with wide use of Standard, Private and Shared Channels. Provided SharePoint, Teams, OneDrive, M365 Group and Global Administration Support using Privileged Identity Management access (PIM). Created multiple documentation; Statement of Works (SoW), strategies, migration runbooks, execution and exit documents, FAQs, Technotes, roles and responsibilities, RACI, UAT test scripts, data analysis, governance and content structure support.
- **AstraZeneca (Pharmaceutical) 2020 – 2023**
Microsoft 365 and SharePoint migration support, including large-scale Documentum to SharePoint Online data migration using AvePoint DocAve. The project involved data analysis, PoC, Pilot

project, migrations, reconciliations, training, M365 SharePoint and Teams adoption, and integration, site topology and multiple permission models including unique and inherited permissions.

- **Synthomer (Specialised polymers) 2019 – 2020**
Provided SharePoint and Microsoft 365 support within an enterprise environment, contributing to the management and structuring of collaboration platforms. Work included supporting document management and platform use as part of wider Microsoft 365, migration from Share File to Microsoft 365 using Quest and supporting the adoption of SharePoint & MS Teams.
- **De Beers/Anglo America (diamond jewellers) 2017 – 2019**
De Beers Group — SharePoint and Microsoft collaboration platform support within a large, globally distributed enterprise environment. Multiple migrations from legacy platforms using Quest and ShareGate and provided training and support.
- **Johnson Matthey (Sustainability) 2016 – 2017**
SharePoint and Microsoft collaboration support within a global, regulated enterprise organisation, contributing to the stability, structure, and effective use of M365 collaboration platforms in a complex corporate environment and supported the transition from legacy SharePoint platforms and file server storage to SharePoint Online.
- **Medimmune/AstraZeneca (Pharmaceutical) 2015**
Supported SharePoint Online 365 technical support building site collection topology and search driven lists, libraries, folder structure and multiple permission models including inherited and broken permissions. Organised and held training for collaboration and site maintenance and built FAQs content and knowledge base articles.
- **Cognita (Private Education) 2014 – 2015**
Provided SharePoint Online dedicated content database per department structure. Implemented SharePoint site topology and hierarchy creating and designing SharePoint sites, subsites, libraries, lists and permission models. Advised and trained all level of users how to maintain the design and permission models for effective and efficient data management.
- **RBS/Coutts UK (Private Bank) 2014**
Advised and implemented best practice for site topology, created site collections with use of subsites, libraries, folder structures and permission models both inherited and unique for sensitive data and data management best practices within a highly regulated financial services environment.
- **CSR Cambridge Silicon Radio (Bluetooth) 2012 – 2013**
Provided SharePoint 2010 support within a technology and engineering supporting collaboration and document management as part of wider SharePoint modernisation activity. Implement

SharePoint Site hierarchy including subsites, libraries, lists etc and multiple permission models using both unique and inherited permissions.

- **Napp Pharmaceuticals** **2011**
Provided SharePoint 2010 Online technical support, training of SharePoint Sites and subsite creation and design and Site Collection Group permission and access integration within a regulated pharmaceutical environment. Work focused on creating search focused sites and subsites with permissions for sensitive data.
- **Rio Tinto (Mining)** **2010**
Provided SharePoint 2010 support and training with SharePoint sites, subsites, lists, libraries, forms, and subsites. Implemented inherited permission and unique permission models for sensitive data within a large, global enterprise environment.
- **May Gurney/Kier (Construction)** **2010**
Migration of data from legacy SharePoint platforms using stsadm. Reviewed 3rd party proposed documentation and advised and support best practice of SharePoint 2010.
- **Consultancy & Technology Partners**
Alongside direct client engagements, I have also worked in collaboration with specialist consultancies and technology partners, contributing technical expertise to complex Microsoft 365, SharePoint, and migration projects:
AvePoint Migrations — using DocAve and AvePoint Fly.
Ballard Chalmers — Collaborative - adoption of SharePoint Online

EDUCATION & CERTIFICATIONS

- Cyber Security Course Level 3 – Government funded (2026)
- Cyber Security Course Level 2 - Government funded (2025)