

KAPIL PANDEY

Technical Support Engineer | Microsoft 365, Cloud & Web Host

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PROFESSIONAL SUMMARY

Cloud and Technical Support Engineer with 4 years of experience supporting Microsoft-based IT environments within a UK hosting and managed services provider. Experienced in Microsoft 365, Entra ID, Windows desktop support, Active Directory, Azure RDS, cloud infrastructure, web hosting, domain management, remote administration, and end-user support. Proven ability to troubleshoot and resolve complex technical issues, manage cloud-based services, implement IT policies, and deliver reliable support across remote and onsite environments. Strong communicator with the ability to work effectively with both technical teams and non-technical users.

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Dec 2022 – Present

Fortis Hosting Ltd | United Kingdom

- **Microsoft 365:** Administer tenants, O365 licensing, mailboxes and user identities and access through Microsoft Entra ID; email trace, audit log and content searches; SharePoint migrations; Intune and MDM.
- **Windows Desktop Support:** Provide support for Windows desktops and laptops, troubleshooting operating system, software, connectivity and user-account issues for remote and onsite users.
- **Servers, Active Directory & Group Policy:** Work with Active Directory and Group Policy within RDS environments, and administer dedicated servers and terminal servers.
- **Cloud & RDS:** Support cloud-hosted infrastructure and Azure RDS, including user creation, profile setup and resolving connectivity, authentication and application issues.
- **Email & Security:** Maintain self-hosted (SmarterMail) and Microsoft 365 email, including mail flow, filtering (MailCleaner, Proofpoint), spam and threat prevention, and end-user security awareness.
- **DNS, Web Host and Domain:** Administer self-hosted DNS infrastructure, Domain purchase service, and DNS troubleshooting. Manage web hosting environments and associated services. Configure Cloudflare.
- **Remote & Endpoint Management:** Manage endpoints via Atera RMM and ConnectWise Control: patch management, device updates, script deployment, monitoring and proactive maintenance.
- **Network & Onsite Support:** Troubleshoot network, hardware, connectivity, and onsite IT issues; install and configure IT equipment. Manage network devices through Zyxel Nebula.
- **Workstation Provisioning:** Build and deploy ready-to-use desktops for new employees, with all required applications installed and configured.
- **Incident & Ticket Management:** Resolve escalated incidents using structured root-cause analysis; manage call and email tickets and scheduled tasks.

Web Developer & Web Hosting Support

May 2017 – Sept 2019

Nepal

- Designed and developed client websites using HTML, CSS and JavaScript.
- Administered web hosting, domain and email services, providing technical support to hosting customers.
- Delivered customer service, translating client requirements into working technical solutions.

EDUCATION

MSc, Computer Science

Jan 2020 – Dec 2021

York St. John University | United Kingdom

B. Tech, Computer Engineering

2013 – 2017

BVC Engineering College | India

TECHNICAL SKILLS

Microsoft 365

Exchange Online, SharePoint, Microsoft Entra ID, tenant and licence administration, migrations, audit and content search

Windows & Servers

Windows desktop support, Active Directory, Group Policy, terminal servers, dedicated servers, Azure RDS

Endpoint & MDM

Microsoft Intune, Atera RMM, ConnectWise Control, device provisioning

Email, DNS & Security

SmarterMail, Proofpoint, MailCleaner, DNS, Cloudflare

Cloud & Infrastructure

Cloud hosting, Azure RDS, WHMCS, SolidCP, Zyxel Nebula networking, Exclaimer

Web & Service

HTML, CSS, JavaScript, web design, hosting administration, customer service