



CONNOR CHARLES

TECHNICAL CONSULTANT

Microsoft Cloud | IT Operations | Security | Leadership

CONTACT

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CORE STRENGTHS

Microsoft 365 / Azure / Intune

Entra ID / Identity / Access

Modern Workplace Strategy

IT Operations Leadership

Distributed Team Management

Security & Risk Reduction

Service Transition & Handover

Roadmaps & vCTO Advisory

Pre-Sales / Scoping / SOWs

TECHNOLOGY FOCUS

- Microsoft 365 administration and governance
- Azure and Entra ID environments
- Microsoft Intune endpoint management
- Identity, access and security controls
- Conditional Access, MFA and user lifecycle
- SharePoint Online migration
- Windows Server and hybrid estates
- On-premises and cloud transformation
- SaaS and cloud productivity platforms
- Technical documentation and governance

CAREER DIRECTION

Progression into broader technology leadership roles, including IT Operations Manager, IT Manager, Head of IT, IT Director and future CTO-style positions within end-user organisations.

PROFESSIONAL PROFILE

Technical Consultant with 10+ years experience across managed services, Microsoft cloud, technical escalation, service improvement, project delivery and client-facing advisory. Strong background in Microsoft 365, Azure, Entra ID and Intune, with practical experience across modern workplace migration, endpoint management, tenant improvement, security hardening and on-premises migration to Microsoft 365. Combines hands-on technical credibility with operational leadership, distributed team management, service transition experience, pre-sales scoping, roadmap development and vCTO-style advisory.

Technical Advisory

Roadmaps, tenant reviews, solution design, risk-based recommendations and executive-friendly communication.

IT Operations

Service quality, operational visibility, ticket trends, escalation reduction, documentation and process ownership.

Transition Expertise

Deep onboarding/offboarding experience, including MSP takeovers, structured handovers and knowledge transfer.

Leadership

Previous leadership of local and remote teams across England, Scotland and Bulgaria.

CAREER HISTORY

Technical Consultant

2017 - PRESENT

Zenzero Solutions Ltd

- Design, scope and deliver Microsoft 365, Azure, Entra ID and Intune projects, including modern workplace migrations, tenant optimisation, security hardening and on-premises to Microsoft 365 transformation.
- Own pre-sales discovery, project scoping and statement of work creation, translating customer requirements into practical technical solutions, delivery plans and commercially aligned documentation.
- Support account managers and new business teams with client roadmap conversations, onboarding opportunities, technical advisory calls and prospective customer engagement.
- Provide senior consultancy and escalation support across complex client environments, combining hands-on technical delivery with stakeholder communication, risk-based recommendations and service improvement.
- Act as a vCTO-style adviser for a customer, shaping technology priorities, roadmap activity, security considerations and practical investment decisions.

EARLIER PROGRESSION AT ZENZERO

Technical Delivery Group Manager

Aug 2022 - Jun 2023

Leveraged Resolver Group Manager

Nov 2021 - Aug 2022

Resolver Group UK Team Leader

May 2021 - Nov 2021

Resolver Group Technician

Aug 2019 - May 2021

Senior Service Desk Analyst

Apr 2019 - Aug 2019

Service Desk Analyst

Nov 2017 - Apr 2019

SELECTED PROJECT, ADVISORY & OPERATIONAL EXPERIENCE

Developed from hands-on service desk and senior escalation into team leadership, delivery management and consultancy, building end-to-end ownership across technical delivery, customer operations, service transition, documentation, governance, stakeholder communication and team performance.

Technical Ownership Across Service & Delivery

Owned technical work across Microsoft 365, Azure, Entra ID, Intune, SharePoint Online, Windows Server, hybrid estates, endpoint management, identity controls and migration activity.

- Supported modern workplace, cloud migration and on-premises transformation activity.
- Balanced technical design, hands-on delivery, supportability and handover requirements.

Service Quality & Operational Visibility

Built strong operational experience across service quality, queue visibility, ticket trend awareness, recurring issue identification, escalation reduction and customer-facing service improvement.

- Used operational insight to improve prioritisation, communication and ownership.
- Helped convert repeated issues into process, documentation and technical improvements.

Distributed Team Leadership

Previously managed senior escalation, field services and project management teams across a mixture of local colleagues, remote UK resources, Scotland-based staff and colleagues in Bulgaria.

- Balanced work allocation, escalation handling, communication rhythms and performance expectations.
- Led across technical, field and project functions rather than a single isolated team.

Customer Transition & MSP Handover

Developed deep transition-process experience through onboarding and offboarding managed service customers, including takeover activity, knowledge capture and controlled handover.

- Worked with incumbent MSPs to obtain systems information, access detail, documentation and processes.
- Gathered and documented data, platforms, workflows and support knowledge for effective offboarding.

Process, Documentation & Governance

Defined, improved and enforced operational processes, documentation standards, onboarding/offboarding workflows, handover packs and repeatable ways of working across technical teams.

- Owned documentation quality and practical process adherence across service activity.
- Created clearer ownership models for steady-state support and project transition.

Escalation, Risk & Problem Management

Acted as a senior escalation point for complex technical issues, leading investigation, problem management, customer communication, risk-based recommendations and sustainable remediation.

- Combined technical troubleshooting with stakeholder expectation management.
- Focused on reducing recurrence through root-cause thinking, process improvement and ownership.

Commercial & Stakeholder Delivery

Worked across pre-sales, scoping, SOW creation, customer roadmap activity and new business technical engagement, linking technical recommendations to business priorities and delivery constraints.

- Translated ambiguous customer requirements into practical solution options and delivery plans.
- Supported account managers with roadmap, improvement and advisory conversations.

Operational Management Capability

Developed management capability through service desk, senior escalation, team leadership and delivery management roles before moving into technical consultancy and advisory work.

- Built skills in prioritisation, mentoring, accountability, communication and workload balancing.
- Worked across BAU operations, project coordination, field activity and critical escalations.

OPERATIONAL CAPABILITY

- Service quality improvement
- Operational visibility and reporting
- Ticket trend analysis
- Escalation reduction
- Documentation ownership
- Process definition and enforcement
- Onboarding/offboarding workflows
- Supplier/MSP handover coordination
- Roadmap and governance planning

LEADERSHIP & DELIVERY

- Local and remote team leadership
- Cross-region communication
- Team mentoring and support
- Operational prioritisation
- Critical escalation ownership
- Project delivery coordination
- Stakeholder and supplier communication

REFERENCES

Available on request

ADDITIONAL PROJECT EXPERIENCE

Large-Scale Modern Workplace Solution Delivery

Scoped, designed and delivered Microsoft cloud and modern workplace solutions across varied client environments, covering Microsoft 365, Azure, Entra ID, Intune, endpoint management, collaboration services, migration planning, governance and user-impact considerations.

Complex On-Premises & Hybrid Server Builds

Architected and delivered on-premises and hybrid technical solutions, including Windows Server environments, identity dependencies, access controls, migration pathways, backup considerations, resilience, documentation and operational handover into support.

Microsoft 365 / On-Premises Migration Programmes

Delivered on-premises to Microsoft 365 migration work, translating legacy environment constraints into practical migration approaches across identity, access, data, collaboration, endpoint and supportability considerations.

SharePoint Online Migration - Multi-Site Organisation

Led delivery of a large-scale migration from on-premises SharePoint to SharePoint Online across a complex multi-site organisation, owning project ticket management, customer communication and migration coordination to reduce disruption and modernise collaboration services.

Microsoft Tenant Review & Legacy Domain Assessment

Reviewed Microsoft tenant configuration and legacy domain considerations for a large UK retail customer, identifying risks, configuration issues, improvement priorities and practical next steps for governance and remediation.

Security Hardening & Risk Reduction

Delivered security hardening work across Microsoft cloud environments, supporting improved configuration, reduced exposure, clearer remediation priorities, stronger access control and improved operational confidence.

DMARC Planning & Technical Scripting

Supported work outside core consultancy responsibilities, including planning larger DMARC implementation activity and scripting file-deployment approaches for larger business environments.

Helpdesk Engineer

2015 - 2017

Discus Systems Plc

- Provided second-line technical support across managed service customers, handling incoming tickets, escalations and regular operational tasks.
- Supported backup processes, reporting, device builds and day-to-day customer technical requirements, building a strong foundation in customer service, troubleshooting and managed service operations.

EDUCATION

3AAA Academy, Birmingham

2015 - 2016

Level 3 Diploma in Professional Competence for IT and Telecoms Professionals
Level 3 Extended Diploma in ICT Systems and Principles

Heart of England Business & Enterprise School

2010 - 2015

9 GCSEs, grades B-C

POSITIONING SUMMARY

A technically credible consultant with strong MSP progression, Microsoft cloud expertise, distributed team leadership, service operations experience and strong transition capability. Well suited to roles requiring a blend of technical consultancy, IT operations, endpoint and access governance, service improvement, stakeholder communication, security awareness, project delivery and practical technology leadership.