

Henry Forber

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PROFESSIONAL PROFILE

IT Support Engineer with 3+ years of experience across startup and MSP environments. Skilled in Microsoft 365 administration, endpoint management, and cyber incident response.

Known for a proactive, customer-first approach and a focus on resolving issues properly rather than applying quick fixes. Consistently delivers strong SLA performance and high customer satisfaction.

CERTIFICATIONS

- Level 3 Information Communications Technician – Azure Cloud Support Specialist (IFATE v1.1)
- Microsoft 365 Certified: Fundamentals (MS-900)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals

PROFESSIONAL EXPERIENCE

Kascade (Microsoft Managed Service Provider)

IT Support Engineer – Tier 1 Support Desk

July 2025 – Present

- Deliver 1st line technical support across multi-client environments via Microsoft Teams and ConnectWise Manage
- Manage Active Directory users (provisioning, group management, decommissioning)
- Monitor and investigate Bitdefender MDR & GravityZone security alerts
- Deploy updates across managed devices using NinjaRMM
- Provision and enrol devices using Windows Autopilot
- Enforce BitLocker compliance across Windows environments
- Deploy and manage applications via Microsoft Intune
- Analyse Microsoft Entra sign-in logs for suspicious activity
- Investigate SaaS Alerts and escalate where required
- Contribute to internal knowledge sharing and mentor team members

Shipttheory (Shipping Automation Startup)

1st Line Technical Support

September 2022 – July 2025

- Provided phone, email, and live chat support to global clients while maintaining SLA targets
- Achieved high customer satisfaction, contributing to a 4.9/5 G2 rating (20+ reviews)
- Hosted and maintained internal business-critical support tools
- Built automation solutions (shipment retry + bulk download tools) to improve efficiency
- Completed apprenticeship with Merit

Progression:

- 1st Line Support Apprentice (Sept 2022 – Feb 2024)
- 1st Line Support (Feb 2024 – July 2025)

TECHNICAL SKILLS

- Microsoft 365 (Exchange Online, SharePoint, OneDrive, Teams)
- Microsoft Entra ID / Active Directory
- Endpoint Management (Intune, Autopilot, BitLocker)
- Security Tooling (Bitdefender GravityZone, MDR, SaaS Alerts)
- RMM Tools (NinjaRMM)
- Ticketing Systems (ConnectWise Manage, Freshdesk)

EDUCATION

John Cabot Academy (2017 – 2022)

- GCSEs including Grade 5s in Maths, English, Computer Science, and Combined Science

PROJECTS & INTERESTS

- **Home Lab:** Running VMs, TrueNAS Scale, Windows Server with Active Directory, and legacy hardware experimentation.
- **Automotive:** Saab Enthusiast, Still have a soft spot for Volvo as well!
- **Motorsport:** Formula 1