Henry Forber

IT SUPPORT ENGINEER

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PROFESSIONAL PROFILE

IT Support Engineer with **4+ years of commercial IT experience** across SaaS and managed service provider environments. Microsoft-certified in endpoint administration, with hands-on experience in Microsoft 365, Windows, identity management, security investigations and PowerShell. Experienced in investigating complex faults, documenting fixes and automating repetitive support tasks.

CERTIFICATIONS & QUALIFICATIONS

- Microsoft 365 Certified: Endpoint Administrator Associate (MD-102) | Oct 2026
- Microsoft 365 Certified: Fundamentals (MS-900) | Jan 2026
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) | Mar 2026
- BCS Level 3 Information Communications Technician (Azure Cloud Support Specialist) | Merit

PROFESSIONAL EXPERIENCE

Kascade | Microsoft Managed Service Provider

IT Support Engineer | July 2025 - Present

- Provide remote and on-site technical support across client environments using HaloPSA, NinjaOne and Microsoft Teams; document resolutions and share fixes with colleagues.
- Administer Microsoft Entra ID and Active Directory, including user provisioning, access permissions, group memberships and account decommissioning.
- Troubleshoot Exchange Online, Teams, SharePoint and OneDrive using PowerShell, Microsoft Graph and Exchange Online cmdlets. Completed a verified bulk address-list change for 25 Microsoft Bookings mailboxes.
- Package and deploy Win32 applications through Intune, provision devices with Autopilot and resolve detection, applicability, BitLocker, compliance and Windows patching issues.
- Investigate suspicious sign-ins and endpoint security alerts using Entra logs, Bitdefender MDR, GravityZone and SaaS Alerts; escalate potential threats.
- Investigate phishing, quarantine and mail-flow issues using Barracuda Email Gateway Defense, Incident Response and Mimecast.
- Investigate complex Windows and application faults, including registry and add-in issues. Recovered 90 minutes of lost Word work using remote PowerShell and NTFS change-journal analysis after standard recovery methods failed.

Shiptheory | Shipping Automation Startup

1st Line Technical Support | September 2022 - July 2025

- Supported global customers by telephone, email and live chat, investigating shipping, integrations and account issues while working to SLA targets. Contributed to a 4.9/5 G2 rating, with 20+ public reviews mentioning my support.
- Built and maintained PHP-based tools with AI assistance for individual and bulk shipment retries and retrieval, with Microsoft Access logging; created a browser-based API client for GET, POST and JSON requests.
- Progressed from 1st Line Support Apprentice (Sep 2022 - Feb 2024) to 1st Line Support (Feb 2024 - Jul 2025), completing the apprenticeship with Merit.

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Technical portfolio & skills
hello.henryforber.co.uk

PERSONAL PROJECTS

Santa Tracker 2015 | Legacy web application restoration

Restoring Google's original 2015 tracker using AI-assisted development, browser debugging and hands-on testing. Replaced legacy mapping dependencies with MapLibre and PMTiles and developed a Cloudflare Worker to translate the modern tracking API into the original format.

Hardened the Apache origin and increased worker threads from 64 to 256 after diagnosing resource exhaustion. A synthetic Grafana k6 origin test at 500 virtual users recorded 4,972 HTTP requests with 0% HTTP failures (not live visitor traffic).

Self-hosted infrastructure & off-site replication

Maintain TrueNAS SCALE, Nextcloud, SMB storage, virtual machines, AdGuard Home and remote access through Cloudflare Tunnel and Tailscale. Run Windows Server 2025 with Active Directory, DHCP, iPXE and Microsoft Deployment Toolkit. Maintain a separate off-site TrueNAS system with a 22 TB drive, receiving selected data via Syncthing every three days.

Personal website | hello.henryforber.co.uk

Maintain a hardened Apache origin on Windows Server 2025, accessible through Cloudflare Tunnel. Implemented a Cloudflare Worker that falls back to the latest GitHub-backed static copy via Cloudflare Pages when the primary origin is unavailable. Scheduled Git synchronisation provides off-server version history.

Windows server maintenance automation

Developed AI-assisted Apache and Cloudflared update utilities with PowerShell, including version checks, checksum verification, service health checks and rollback provisions. Tested Apache upgrades on Windows Server 2012 R2 and 2025, and successfully tested the revised Cloudflared updater.

Duskline | iOS prototype, in development

Developing an AI-assisted SwiftUI route planner using MapKit and Core Location, with daylight forecasts, colour-coded routes, live GPS following and GPX replay. Tested route previews in the simulator and live GPS following on an iPhone.

TOOLS & TECHNOLOGIES

- **Microsoft 365 & identity:** Exchange Online, Teams, SharePoint, OneDrive, Entra ID, Active Directory
- **Endpoint & deployment:** Intune, Autopilot, BitLocker, NinjaOne, MDT, iPXE
- **Security & support:** Bitdefender MDR / GravityZone, SaaS Alerts, Barracuda, Mimecast, HaloPSA, ConnectWise Manage, ScreenConnect
- **Scripting & administration:** PowerShell, Microsoft Graph, REST API testing and troubleshooting
- **Infrastructure & web hosting:** Apache, TrueNAS SCALE, Cloudflare, PHP application hosting
- **Version control & deployment:** Git, GitHub
- **AI-assisted development & scripting:** PHP, SwiftUI, Xcode; HTML/CSS/JavaScript
- **Operating systems:** Windows desktop (XP, 7, 8.1, 10, 11); Windows Server (2008, 2012, 2016, 2019, 2022, 2025)

EDUCATION & INTERESTS

John Cabot Academy | 2017 - 2022
GCSEs including Grade 5s in Mathematics, English, Computer Science and Combined Science.
Interests: homelab infrastructure, Swedish cars and Formula 1.