Callum Morgan

Cloud Engineer

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- 📍 Dublin, IE

CERTIFICATIONS

- AZ-900: Azure Fundamentals
- AZ-104: Azure Administrator
- MD-102: Certified Endpoint Administrator

EDUCATION

MBSc Computer Science
TUDublin

WORK EXPERIENCE

IT Hardware Technician
Computer Doctor
09/2024 – 08/2025

- Resolved an average of 200+ technical support tickets monthly, achieving a 20% increase in client satisfaction scores within a 3-month period through efficient troubleshooting and timely resolution.
- Performed hardware repairs, upgrades, and replacements on desktops, laptops, and peripherals, reducing client hardware downtime by 15%.
- Implemented a streamlined diagnostic process, cutting average problem identification time by 25%

IT Support Engineer
Lantech IT Services
06/2023 – 06/2024

- Executed hardware repairs and component-level troubleshooting on 300+ corporate devices, maintaining a 95% first-time fix rate.· Managed and resolved 1,000+ support tickets via a centralized ticketing system, ensuring 99% compliance with SLAs and driving high customer satisfaction.
- Administered user accounts, permissions, and access in Azure AD/Active Directory for a client base of 500+ employees.·
- Provided remote and on-site support for Microsoft 365 environments, resolving issues related to Exchange Online, SharePoint, and Teams.

IT Technician
ERTO - Egis road and tunnels operations
12/2022 – 06/2023

- Managed the entire employee lifecycle in Active Directory and Microsoft 365, including the creation and maintenance of 100+ user accounts across Windows, macOS, and mobile platforms.·
- Utilized VMWare ESXi to test and validate software patches and development changes in an isolated sandbox environment, preventing 100% of faulty rollouts in production.·
- Automated software deployments and updates using FTP/SFTP scripts on Linux and Windows systems, reducing manual update time by 30%.

IT Technician L2
KN Networks
01/2022 – 11/2022

- Led the installation and decommissioning of MSAN server racks, including Nodes, UPS, and networking hardware, for the Eiroom project, supporting 10,000+ end-users.·
- Validated and tested new server configurations, ensuring 100% successful deployment and seamless migration with zero data loss during decommissioning of legacy systems.
- Leveraged VMWare vSphere for pre-production testing of all system changes, mitigating potential live environment issues.

IT Technician - L1/2
Wellington IT
01/2021 – 01/2022

- Diagnosed and resolved 500+ hardware and software faults remotely and deskside for a national network of credit unions, achieving a 98% remote resolution rate.
- Performed back-end maintenance and generated custom reports using SQL queries, enhancing data retrieval efficiency by 20%.
- Deployed and configured 50+ new network access points, improving wireless coverage and reliability for 15+ client sites