

SCOTT LATHWELL

IT SERVICE DESK ANALYST | MICROSOFT 365 | AZURE | INTUNE | ENTRA ID

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PROFESSIONAL PROFILE

IT Service Desk Analyst with 14+ years of technical support experience, including 9+ years in a Service Desk Analyst role. Currently supporting Hoople, Hereford Council and Wye Valley Trust NHS users across enterprise IT environments. Strong practical background in Windows, Microsoft 365, Active Directory, Exchange, SCCM and enterprise IT support, with developing hands-on knowledge of Microsoft Azure, Intune and Entra ID. Passionate about cloud technologies, automation and continual professional development, with current self-directed study in Python, AZ-900, AI-900 and AZ-104.

KEY STRENGTHS

14+ years IT support experience	9+ years Service Desk experience	Microsoft 365 & Windows	Azure, Intune & Entra development
Active Directory & Exchange	Incident & service request management	ITIL Foundation	Python & automation development

TECHNICAL SKILLS

Microsoft & Cloud: Microsoft 365, Office 365, Teams, SharePoint, Exchange, Microsoft Azure, Microsoft Intune, Microsoft Entra ID

Identity & Endpoint: Active Directory, Entra ID, SCCM, Windows 10/11, device management, identity and access concepts

Networking: TCP/IP, DHCP, DNS, LAN, WLAN, WAN, basic Cisco technologies

Service Management: ITIL Foundation, incident management, service requests, call logging, escalation, delegation, prioritisation, customer service

Automation & Security: Python self-study, scripting/programming fundamentals, automation concepts, cyber security principles, organisational systems security

PROFESSIONAL EXPERIENCE

Service Desk Analyst — Hoople Ltd | Feb 2017 – Present

Plough Lane, Hereford

- Provide technical support to Hoople, Hereford Council and Wye Valley Trust NHS users across hardware, software and Microsoft technologies.
- Manage incidents and service requests from initial contact through logging, troubleshooting, escalation, delegation and resolution using Sostenuuto.
- Support Microsoft 365 environments including Office applications, Outlook, Teams and SharePoint, alongside modern Microsoft cloud services.
- Work with Active Directory and Exchange, supporting user accounts, access and messaging-related issues within an enterprise environment.
- Provide Windows 10 and Windows 11 troubleshooting and support, alongside knowledge of previous Windows platforms.
- Develop practical knowledge of Microsoft Azure, Intune and Entra ID through ongoing cloud and endpoint-management development.
- Troubleshoot networking technologies including IP, DHCP, DNS, LAN, WLAN and WAN, and support Cisco communications tools.
- Maintain a strong customer-service focus while prioritising incidents, communicating technical information clearly and following service-management processes.

IT Helpdesk Analyst — MandMDirect Ltd | Apr 2012 – Dec 2016

Clinton Road, Leominster

- Provided technical support for hardware and software, answering helpdesk calls and managing incidents through to closure.
- Worked with call-logging and service-management platforms including Vivantio, VivaDesk and Jira.
- Supported Microsoft Office applications including Outlook, Word and Excel, alongside Windows desktop environments.
- Worked with Active Directory, Exchange, TCP/IP, DHCP, DNS, LAN, WLAN and WAN technologies.
- Prepared management and business reports and coordinated with third-party service partners for incident management and procurement requirements.
- Supported Android and iOS mobile technologies while maintaining a strong customer-service focus.

Showroom Advisor — Halfords | Aug 2009 – Apr 2012

- Customer service, sales support, telephone support, tills, stock handling and general showroom operations.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL Foundation.
- Level 2 Certificate in Principles of Cyber Security.
- CompTIA A+ 220-601 Essentials and 220-602 Technician — studied as part of Level 3 IT programme.

Currently studying / developing: AZ-900 Azure Fundamentals; AI-900 Azure AI Fundamentals; AZ-104 Azure Administrator Associate; Python programming and automation fundamentals.

EDUCATION

- Hereford College of Technology — BTEC National Diploma, IT Practitioners, Level 3 (2008–2010), Merit / Pass / Pass. Modules included Computer Systems, Information Systems, Advanced Database Skills, Software Design, IT Technical Support, Systems Troubleshooting and Repair, Networking and Web Server Scripting.
- Hereford College of Technology — BTEC First Diploma, Business, Level 2 (2007–2008).
- Hereford College of Technology — BTEC Introductory Diploma, Engineering, Level 1 (2006–2007), Distinction.
- Whitecross High School, Hereford (2001–2005).
- Bray Park State High School, Brisbane, Queensland, Australia (2006).

ADDITIONAL INTERESTS

Cloud computing, Microsoft technologies, automation, Python, cyber security, emerging technology and gaming hardware/software. Enjoys self-directed learning through online courses, technical documentation, blogs and hands-on experimentation.