Louis Lawson

Third-line service desk engineer, moving into cloud and DevOps on Azure

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PROFILE

Five and a half years in IT, across managed service providers and in-house IT in logistics. I build the tools and systems a business runs on, from an API hosted on Azure to the scripts that retire a manual process. The work I enjoy most is replacing repetitive work with code.

SKILLS

Cloud & IaC: Microsoft Azure (App Service, Container Apps, Container Registry), Terraform, Docker

DevOps & CI/CD: Azure Pipelines, GitHub Actions, Git, Snyk, SonarQube

Scripting & automation: PowerShell, Python, Power Automate, Microsoft Graph

Identity & access: Entra ID, RBAC, Privileged Identity Management, Active Directory, Group Policy

Endpoint & security: Intune, SCCM, Microsoft Defender for Endpoint, Purview

Infrastructure: Windows Server, Hyper-V, DNS, DHCP, Veeam, Microsoft 365, SQL Server, VoIP

EXPERIENCE

Third-Line Service Desk Engineer May 2026 – Present

UK managed service provider

- Reworked Intune onboarding from about two hours a device to twenty minutes.
- Implemented Entra ID PIM with just-in-time access, now the blueprint for every customer that needs it.
- Automated Dell Command Update and Windows updates for the company's Cyber Essentials Plus renewal, bringing every device back into compliance where patching had been manual.
- Scoped and delivered the replacement of a failed domain controller ahead of estimate, removing its metadata and DNS entries and building a new DC.

IT Operations & Support Dec 2022 – May 2026

UK logistics business

- Built and shipped two production Python applications for shipping and label generation, including a customer-facing API deployed to Azure App Service from Azure Container Registry.
- Migrated about 5–6 TB from an on-premises file server to SharePoint for about 160 users, including the new structure, access through Group Policy, and user training.
- Implemented Veeam backups on site, off site and in the cloud, tested quarterly by restoring a VM.
- Automated Android kiosk devices: enrolment into a multi-app kiosk, and onboarding or wiping through a Microsoft Form, Power Automate and Microsoft Graph.

IT Support Technician Jun 2021 – Dec 2022

UK managed service provider

- Worked with the IT team to deliver a full analogue-to-VoIP migration for a 50-room hotel.
- Built an app to analyse VoIP call data from Grandstream phone systems.
- Supported over 200 client organisations, remotely and on site, including Microsoft 365 administration.

PROJECTS

ParcelQuote | github.com/louislawson/parcelquote-platform 2026

An (intentionally) small shipping quote API showcasing a secretless, end-to-end DevOps pipeline.

louislawson.co.uk | github.com/louislawson/louislawson.co.uk 2026

A static Astro site on Azure Static Web Apps, defined in Terraform and delivered by GitHub Actions.

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900); studying for AZ-104 and SC-900 Jul 2026

EDUCATION AND TRAINING

First Class BA Hons in Music Production, British Institute of Modern Music 2016

INTERESTS

Cars, trucks, tractors and steam power: the machines that got me interested in how things work.