

JOSH STINCHCOMBE

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WORK HISTORY

Howden Insurance - IT Support Technician

05/2024 - Current

- Technical Support & Incident Management: Deliver high-volume 1st and 2nd line support (averaging 30–40 tickets per day) via Freshworks CRM, consistently ranking as a top performer in resolution speed and call handling.
- Remote & Deskside Engineering: Provide rapid diagnostics for Windows 11, Laptops, Docks, and mobile devices, utilizing Quick Assist/TeamViewer for remote users and delivering face-to-face deskside support when in-office.
- Application & Cloud Administration: Administer Microsoft Intune, Azure Entra ID, and Exchange Online (mailboxes, OOF), while supporting specialized brokerage software such as Epic and Acturis along with universal software like MiCollab, and Mimecast.
- Mentorship & Knowledge Sharing: Remotely mentor new starters by guiding them through complex queries and utilizing screen-sharing to "show, not just do," helping build their independent troubleshooting skills.

Infrastar - Technical Pre Sales Engineer & Technical Solutions Specialist

06/2022 - 05/2024

- Project Leadership (AI Solution): Acted as the sole point of contact for a new AI solution project, managing the entire lifecycle and coordinating between suppliers, customers, and internal teams in the absence of a Sales Manager.
- ITSM & System Architecture: Architected the company's Salesforce processes to resolve business inefficiencies and customized a FreshService ITSM build to enable dynamic workflows that external vendors could not deliver.
- Infrastructure & AV Management: Designed, diagnosed, and fixed office AV and meeting room solutions (projectors, speakers, mics), and authored the complete technical support documentation and procedural guidance from scratch.
- Technical Pre-Sales & Demos: Conducted advanced technical demonstrations for complex systems including Thinklogical and NVIDIA DGX, and provided specialized training to the new Sales Manager on internal processes and CRM usage.

Clarinet - Service Desk

04/2022 - 06/2022

- Provided comprehensive support to business customers, assisting them with their network infrastructure, servers, Office 365, and phone systems.
- Handled customer calls, raised tickets, and diligently investigated and resolved issues while ensuring regular updates and communication with customers.
- Managed cases raised by customers through their customer panel, taking ownership of them, and proactively contacting customers for additional information to effectively address and resolve their concerns.
- Maintained frequent updates to keep customers informed throughout the resolution process.

Ionos - Server Support Engineer

03/2019 - 04/2022

- Server Support & Engineering: Provided technical support for Linux and Windows environments, executing complex tasks such as LVM extensions, server configurations, and Plesk management.
- Mentorship Program: Mentored new starters through a structured shadowing and reverse-shadowing process, sitting side-by-side to ensure their transition to live support was seamless.
- Technical Documentation: Authored comprehensive customer-facing guides for advanced technical operations, including setting up websites and managing server storage extensions.
- Account Management: Resolved complex billing and account issues while managing high-pressure customer complaints, ensuring retention and satisfaction.

Apcoa - Case review, Complaints and Call handler

08/2018 - 03/2019

- Managed the full customer service lifecycle, providing primary support for account and server-related problems via telephony and a ticketing system.
- Resolved complex billing and account issues, including assessing and authorizing compensation awards when appropriate.
- Specialized in conflict resolution, de-escalating heated situations and handling all customer complaints with empathy and professionalism.
- Ensured strict compliance with GDPR regulations by utilizing multiple computer systems for accurate customer data management and security verification.
- Completed specialist Customer Awareness training to effectively identify and support vulnerable customers.

Lloyds Banking Group - Customer Service Advisor

04/2018 - 07/2018 (3 month contract)

- Worked on a mortgage rectification project within Lloyds Banking Group for a temporary contract of three months.
- Operated in a telephony environment, following strict customer security verification processes to comply with GDPR regulations.
- Utilised multiple computer systems to manage customer and mortgage account information accurately and efficiently.
- Followed process maps and scripting in accordance with company policies and procedures to deliver concise, accurate, and professional service.
- Handled initial level customer complaints with empathy, humility, and resilience, ensuring customer satisfaction and resolving issues effectively.
- Made responsible decisions when assessing applications for compensation and authorised compensation awards when appropriate.
- Undertook Customer Awareness training, identifying vulnerable customers and recognizing triggers that may impact their well-being, such as illness and disability.

CERTIFICATIONS

AWS (2022) Partner Accreditation, Technical
Mental Health First Aider (2023)

EDUCATION

Gloucestershire College 2017:
Forensic computing Level 3 BTEC:
MMP (Merit, Merit, Pass)

Churchdown Academy 2015:
GCSE grades including Maths and English:
1 A, 3 B’s, 2 C’s, 1 Merit, 1 Pass

PERSONAL STATEMENT

A proactive Senior IT Support Analyst with a strong background in technical leadership, mentoring, and high-volume incident management. I have a proven track record of handling 30–40 tickets per day while simultaneously training new starters and authoring complex technical documentation. My experience spans building custom ITSM workflows (FreshService/Salesforce), managing office AV infrastructure, and acting as a lead on strategic projects like AI implementation. I am committed to delivering empathetic, high-quality support and acting as a technical role model for the wider team. I possess strong operational skills in managing procurement processes and fostering partner relationships, alongside hands-on technical expertise in Microsoft 365, Azure Active Directory, and remote desktop troubleshooting.

My background includes extensive server support at Ionos and high-pressure customer service roles within the banking and parking sectors, where I honed my ability to de-escalate conflicts and manage GDPR compliance. I am a fast learner committed to continuous growth—evidenced by my AWS accreditation—and I pride myself on creating an inclusive, welcoming environment for colleagues and customers alike.

SKILLS

ITSM, CRM & Software Support

- Ticket Management: Expert in handling high-volume environments (30–40 tickets/day), maintaining top-tier resolution metrics and SLAs using Freshworks and FreshService.
- System Architecture: Experience building and customizing Salesforce and FreshService ITSM workflows to match specific business requirements.
- Brokerage & Communications: specialized support for Epic, Acturis, MiCollab, and Mimecast security.
- Web Development: Proficient in the design and development of engaging WordPress websites.

Microsoft 365 & Cloud Infrastructure

- Identity Management: Administration of Azure Active Directory (Entra ID), including Security Group management, MFA/2FA troubleshooting, and conditional access.
- Endpoint Management: Configuration and management of Microsoft Intune (MDM) for mobile and device compliance.
- Exchange & Collaboration: Management of Exchange Online (mailboxes, OOF, forwarding), Microsoft Teams Admin, and SharePoint permission/library access.
- Server Administration: Experience with Linux and Windows operating systems, Plesk, and advanced tasks such as LVM extension.

Hardware, AV & Networking

- Meeting Room AV: End-to-end support for office AV solutions, including the design, diagnosis, and repair of projectors, TVs, speakers, and conferencing microphones.
- Complex Systems: Experience demonstrating and supporting high-performance hardware including NVIDIA DGX and Thinklogical systems.
- End-User Hardware: Diagnostics and repair for laptops, docking stations, and mobile devices; supporting network infrastructure and phone systems.
- Remote Support Tools: Rapid diagnosis of faults using Quick Assist, TeamViewer, and RDP

Leadership, Mentoring & Operations

- Mentoring & Training: Delivering structured training for new starters, utilizing "shadowing/reverse-shadowing" techniques and screen-sharing to build team capability.
- Documentation: Authoring comprehensive technical procedure guides, customer-facing manuals, and knowledge base articles from scratch.
- Project Leadership: Acting as the main point of contact for strategic initiatives, including AI solution implementation.
- Commercial & Procurement: Demonstrated ability to manage sourcing/acquisition of resources and build relationships with vendors and partners to drive growth.
- Compliance: Adherence to GDPR regulations and strict security verification processes.

Professional Soft Skills

- Conflict Resolution: Proven ability to de-escalate heated situations and handle complaints with empathy and professionalism.
- Technical Communication: Skilled in conveying complex technical concepts to non-technical audiences clear