

## David (Dex) White

Canterbury, Kent • 07478 254683 • dex@pirho.net • linkedin.com/in/DexWhite

---

### Professional Summary

Experienced and versatile IT Consultant and Developer with nearly two decades of hands-on expertise in infrastructure, cloud migrations, SharePoint solutions, workflow automation, and accessible web development. Adept at designing scalable, secure, and efficient systems, integrating disparate technologies, and resolving high-stakes technical challenges. Proven track record in leading complex cloud migrations, implementing disaster recovery solutions, and mentoring teams to deliver reliable, innovative IT solutions. Passionate about structured data, inclusive design, and creating user-centric platforms that enhance collaboration and operational efficiency. Thrives in both independent consultancy roles and collaborative team environments, delivering measurable impact across SMEs and large enterprises.

---

### Key Skills

#### Support & Troubleshooting

- 1st–2nd Line Technical Support (remote & on-site)
- Ticket escalation and resolution under SLAs
- End-user training, documentation, and mentoring

#### Microsoft & Cloud

- Microsoft 365 & SharePoint Administration and Development
- Office 365 workflow automation and collaboration solutions
- Azure, AWS, and Google Cloud experience

#### Infrastructure & Security

- Infrastructure design, deployment, and migration (on-prem to cloud)
- Networking & Authentication (TCP/IP, VPN, MFA, RADIUS)
- Security monitoring & logging (SIEM, Nagios, SolarWinds, System Center, GFI HoundDog)
- Backup, Disaster Recovery, and Compliance Testing

#### Programming & Automation

- HTML, CSS, JavaScript, PHP, PowerShell, Python
- Workflow automation & business process optimisation
- Scripting for system integration and efficiency

#### DevOps & Advanced Tools (specialist expertise)

- CI/CD Automation (GitHub workflows, Terraform, Ansible)
- Containerisation & Orchestration (Docker, Kubernetes)

#### Accessibility & Inclusive Design

- WCAG, WAI-ARIA, i18n/l10n compliance
- Machine readable Structured Data

- Inclusive and accessible web development practices
- 

## Professional Experience

### I.T. Consultant & Programmer

*Independent | 2018 – Present*

Delivered tailored infrastructure and support solutions for SMEs and larger clients, with a focus on resilience, automation, and accessibility.

- Provided consultancy and support for Microsoft 365 and SharePoint environments.
- Conducted vulnerability assessments, compliance testing, and disaster recovery planning.
- Built workflow automation solutions to streamline operations and eliminate inefficiencies.
- Created custom applications and scripts to reduce downtime and improve operational efficiency.

#### Key Achievements:

- Led cloud migration projects for multi-site organisations with hundreds of users, improving security (MFA, access-based enumeration), reducing costs, and enabling secure remote/offline work.
  - Integrated hotel booking and telephony systems to automate provisioning and billing.
  - Engineered inclusive, machine-readable web platforms using RESTful APIs and structured data.
- 

### ADM Computing | 2009 – 2018

#### Lead SharePoint Engineer / Developer (2016 – 2018)

- Designed and deployed SharePoint solutions and projects, supporting collaboration and workflow automation.
- Mentored a junior SharePoint Developer and trained end-users via seminars, demos, and documentation.
- Acted as escalation point for SharePoint-related support tickets.
- Produced professional project documentation, handover manuals, and proposal brochures.

#### Key Achievements:

- Replaced manual, paper-based processes with digital forms and automated workflows.
- Improved collaboration and eliminated data siloes through Office 365 knowledge-sharing solutions.

#### Remote Support Engineer → 2nd Line Engineer (2009 – 2016)

- Provided remote support to hundreds of customers, handling escalated 2nd line tickets across hardware, software, networking, and authentication.
- Mentored recruits and supported junior colleagues.
- Delivered out-of-hours support to resolve infrastructure failures before trading hours.
- Responded to high-pressure incidents including Microsoft “Update Wednesdays.”

#### Key Achievements:

- Restored core functionality within 3 hours after a critical SAN failure; developed “DexBot” to re-enter lost records and returned full operations within 24 hours.

- Developed improved backup, recovery, and disaster prevention systems for long-term resilience.
  - Attained the title 'The Vigornator' for skills in network support and for being the point of contact for the German manufacturer Draytek.
- 

## Education & Training

- CompTIA A+ & Network+ (training completed)
  - Microsoft Certified Systems Engineer (MCSE) (training completed)
  - Microsoft Exchange (course completed)
  - Microsoft Rights Management (course completed)
  - Microsoft Threat Management Gateway (course completed)
  - MCP SharePoint
  - MCTS SharePoint
  - Cisco Certified Network Associate (CCNA, studied toward certification)
  - WatchGuard Networking Essentials (qualification attained)
  - Ruckus BigDog (qualification attained)
  - Kemp Certified Engineer (qualification attained)
- 

## Additional Expertise

- Nearly 20 years of experience with Microsoft Cloud Services.
- Strong documentation and communication skills; experienced in technical writing and user training.
- Mobile home/office setup for remote and extended-site work.
- Comfortable in small teams or large enterprises; thrives on collaboration and creative problem-solving.
- Champion of inclusive design and accessibility across platforms and formats.