Tao Huie-Miles

IT engineer who builds AI systems

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Enhanced DBS held: can start with no clearance delay

PROFILE

I'm the engineer critical outages get escalated to. I look after servers, networks, Microsoft 365 and security alerts for 370+ client businesses, on site and remote. Outside work I designed and run **The Foundry**: my own AI platform on one home graphics card, with Microsoft Azure as backup, nothing exposed to the internet, and 1,600+ automated checks. I want a role where infrastructure and AI meet: putting AI to work safely inside real businesses, automating the repetitive work away, and owning problems from first call to final fix.

EXPERIENCE

Technical Support Engineer · Akita IT Feb 2025 – present · Maidstone, Kent

Support Engineer for 370+ businesses, part of the team named SDI MSP Service Desk of the Year (SME).

- **Own the outages.** Critical server, network and cloud failures escalate to me, and I take them through to the fix.
- **First responder on security.** Triage detections in Huntress, Defender for Business and Sophos Central: isolate affected machines fast, escalate the serious ones, and pick the quickest safe fix over the textbook one.
- **Automate the boring bits.** PowerShell scripts and Power Automate flows for onboarding and offboarding, tenant admin, reporting and repeat config changes across Exchange, Microsoft 365 and Entra ID.
- **On site, hands on.** Hardware provisioning, rack and patch work, NAS installs and enterprise print deployments (PaperCut, Universal Print).
- **Networks top to bottom.** SonicWall, FortiGate and Sophos firewalls; Aruba/HP, Cisco and UniFi switching. Sometimes the fix is band steering on an access point; sometimes it's phoning the ISP and waiting politely.
- **Identity and devices.** RADIUS failures, 2FA lockouts, and Entra ID / Intune enrolment faults fixed with targeted registry edits, profile repairs and broker account recovery.
- **Mail that arrives.** Deliverability across Microsoft 365, Google Workspace and third-party hosts, with SPF, DKIM and DMARC put right whenever mail lands in spam.
- **Into the cloud.** Help clients deploy and maintain SaaS on Azure Resource Manager as their workloads move.
- **Invisible maintenance.** Out-of-hours patching of Windows servers, backup systems and critical kit, so nobody notices it happened.
- **Plan ahead.** Advise on the fix today and the plan for next year: scoping upgrades and equipment changes before they turn into outages.

IT Network Technician · Tunbridge Wells Grammar School Feb 2023 – Jan 2025 · Tunbridge Wells, Kent

- **Led a two-site hardware refresh.** 400+ Windows desktops and laptops, interactive classroom touchscreens and iPads, planned and rolled out in stages.
- **Ran the campus network.** Cisco and HP/Aruba switching, with separate VLANs for staff, student BYOD, VoIP and CCTV.
- **Moved the school off shared drives.** Migrated to SharePoint Online and Teams, designed the new security groups and policies, then trained staff in person and stayed for the awkward questions.
- **400+ smart devices, many tools.** Macs, iPads, iPhones and BenQ interactive panels, each family with its own management tool: Mosyle, briefly Jamf, and Apple School Manager for over-the-air profiles and app licensing.
- **Identity and recovery.** Active Directory hybrid-joined to Entra ID, Group Policy, and disaster recovery when it was needed.
- **Safeguarding online.** KCSIE-compliant web filtering (Smoothwall, Lightspeed), with SSL inspection certificates deployed to every workstation.
- **Physical security.** Axxon CCTV and security sensors on isolated camera networks, with video storage kept within retention schedules.
- **The unglamorous essentials.** Cat6 terminated and tested, patch panels and UPS systems maintained, storage health and backups always watched. Also trained staff on Bromcom, the school's new MIS.

Technical Support / Logistics Technician · Optomany (DNA Payments) 2022 – 2023 · Kings Hill, Kent

- **Kept shops taking payments.** Support for EPOS hardware and payment terminals (Pax, Verifone, Ingenico).
- **Network detective work.** Diagnosed payment faults across merchant LAN/WAN: DHCP conflicts, gateway dropouts, packet loss.
- **Ran the queue.** High-impact retail outages first, replacement stock coordinated, gateway partners kept in the loop.

PROJECTS

The Foundry · my home AI platform Live at seyta.uk

An AI assistant I designed and run on my own PC, with friends using it through a public web chat and Discord.

- **Hybrid AI.** Qwen 3.6 35B on one RTX 3090; when the GPU is busy or the model stalls, gpt-5-mini on Azure AI Foundry carries on the same conversation.
- **Zero open ports.** Cloudflare Tunnel and Access at the edge, and every service checks identity again itself, including verifying Cloudflare's signed tokens.
- **Real users, real limits.** Public multi-user chat with Discord and Google sign-in (OAuth 2.0, OpenID Connect), an approval queue, rate limits and a daily cloud spending cap.
- **Agents and tools.** An MCP server with 11 tools used by an agent hosted in Azure AI Foundry, a Discord assistant, and an owner dashboard with answer-time and fallback analytics; OpenTelemetry traces in Application Insights.
- **Measured, not guessed.** My own benchmark picks local models by speed and checked accuracy, and found a localhost/IPv6 delay that cut the wait for the first word from 4.15 s to 0.16 s.
- **Built by directing AI agents.** Claude, Gemini and a local Qwen work from a shared ledger and task board under my rules; 1,600+ automated checks in 27 suites, attack tests included, gate every change.

Autonomous drones: Custom-built UAVs with automated landing routines and computer-vision object tracking, running TinyML models on small, efficient hardware.

Circle of Fifths MIDI assistant: A Python app (CustomTkinter) that listens to a MIDI keyboard, analyses chord progressions in real time and suggests voicings.

Local AI dev stack: An earlier testbed on Docker (WSL 2), LM Studio and OpenHands for trying local models on code refactoring and documentation.

SKILLS

AI & automation	Local LLMs (LM Studio) · Azure AI Foundry · Model Context Protocol · AI agents · OpenTelemetry · Python · FastAPI · PowerShell · Power Automate · n8n
Cloud & identity	Microsoft 365 · Entra ID · Active Directory · Group Policy · Azure · Hyper-V · Google Workspace · Cloudflare Tunnel and Access · OAuth 2.0 / OpenID Connect
Networking & security	Cisco · HP/Aruba · SonicWall · Fortinet · Sophos · Defender · Huntress · Ubiquiti UniFi · VLANs · VPNs · DNS · SPF, DKIM and DMARC
Endpoints	Microsoft Intune · Windows Autopilot · Mosyle · Jamf · Apple School Manager
Hardware & systems	3CX PBX / VoIP · Teams Phone · Axxon CCTV · PC and server builds · Synology and QNAP NAS · Cat6 cabling · UPS
Service & backup	ConnectWise · Freshdesk · Veeam · ITIL SLA management · Power BI · Dynamics 365

EDUCATION

University of Kent
Physics / Computer Systems Engineering · attended 2019 – 2022 · Canterbury

North Kent College
Computing / IT BTEC Level 4 Extended Diploma · 2017 – 2019 · Dartford