Tao Huie-Miles

IT support and infrastructure engineer · escalations, Microsoft 365, networks and automation

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Enhanced DBS held: can start with no clearance delay

Open to hybrid roles in Kent and London

PROFILE

I'm the engineer critical outages get escalated to. At an MSP supporting 370+ client businesses I look after Windows servers, firewalls and switching, Microsoft 365 and Entra ID, on site and remote, and take failures through to the fix.

Before that I ran a school campus network, led a 400+ device refresh across two sites and moved the school from shared drives to SharePoint Online and Teams. I automate repeat work with PowerShell and Power Automate.

Outside work I designed and run **The Foundry**, my own AI platform: zero open ports, failover to Azure, 3,000+ automated checks, and a team of AI agents I direct to build it. I do my best work in the flow: give me a problem and the room to run with it, and I stay on it until it's solved. I'm looking for an infrastructure role where I own one environment end to end and automate the repetitive work away.

Away from work: music of every kind (hyperpop to jazz-funk), Valve games, and building the Foundry live on Twitch.

KEY SKILLS

Servers & identity	Windows Server · Active Directory · Group Policy · Entra ID (hybrid join) · DNS · DHCP · RADIUS · Hyper-V
Microsoft 365 & cloud	Exchange Online · SharePoint Online · Teams · Intune · Windows Autopilot · Azure · Google Workspace
Networking & voice	SonicWall · FortiGate · Sophos · Cisco · HP/Aruba · Ubiquiti UniFi · VLANs · VPNs · 3CX · Teams Phone
Security & mail	Defender for Business · Huntress · Sophos Central · SPF, DKIM and DMARC · Smoothwall and Lightspeed filtering
Automation & monitoring	PowerShell · Power Automate · Python · n8n · OpenTelemetry · Azure Application Insights · Power BI
Backup, endpoints & service	Veeam · Synology and QNAP NAS · Mosyle · Jamf · Apple School Manager · PaperCut · ConnectWise · Freshdesk · ITIL SLA management
Platform & AI	Cloudflare Tunnel and Access · OAuth 2.0 / OpenID Connect · FastAPI · Azure AI Foundry · Model Context Protocol · local LLMs (LM Studio) · multi-agent orchestration (Claude Code, n8n)

EXPERIENCE

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

Escalation point for 370+ client businesses, on site and remote: the tickets first line can't close and the outages that can't wait. Part of the team named SDI MSP Service Desk of the Year (SME).

- **Own the ticket.** Second-line incidents and requests from first contact to the fix, worked by impact against SLAs, and the client kept told in plain English until they say it's sorted.
- **Own the outages.** Critical server, network and cloud failures escalate to me, and I take them through to the fix.
- **Microsoft 365 and Entra ID, day to day.** Mailboxes, licences, Teams and SharePoint permissions, 2FA lockouts and hybrid-join faults: the tenant work behind most of the queue.
- **Devices and identity.** Intune and Windows Autopilot enrolment faults, RADIUS failures and broken profiles fixed with targeted registry edits, profile repairs and broker account recovery.
- **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.
- **Write it down.** Fixes written up as they're found, so first line closes the repeat next time and the client gets the same answer whoever picks up.
- **Invisible maintenance.** Out-of-hours patching of Windows servers, backup systems and critical kit, so nobody notices it happened.
- **Networks top to bottom.** SonicWall, FortiGate and Sophos firewalls; Aruba/HP, Cisco and UniFi switching; VPNs. Sometimes the fix is band steering on an access point; sometimes it's phoning the ISP and waiting politely.
- **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.
- **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.

- **On site, hands on.** Hardware provisioning, rack and patch work, NAS installs and enterprise print deployments (PaperCut, Universal Print).
- **Into the cloud.** Help clients deploy and manage their resources in Azure (Azure Resource Manager) as their workloads move to the cloud.
- **Plan ahead.** Advise on the fix today and plan for possible scoping upgrades and equipment changes before they turn into outages.

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

- **The whole site's support, in house.** First call for every staff member and classroom: desktops, laptops, iPads, interactive panels, printing, Wi-Fi and accounts, fixed at the desk or from the office.
- **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.
- **Physical security.** Axxon CCTV and security sensors on isolated camera networks, with video storage kept within retention schedules.
- **Safeguarding online.** KCSIE-compliant web filtering (Smoothwall, Lightspeed), with SSL inspection certificates deployed to every workstation.
- **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.

PROJECT

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

A multi-service AI platform I designed and run on my own hardware, with friends using it through a public web chat and Discord.

- **Zero open ports.** Every service listens on 127.0.0.1 only. An outbound Cloudflare Tunnel is the one way in, with Cloudflare Access at the edge. Each private service then checks identity again itself: the Portal verifies Cloudflare's signed token, the gateway its own API key.
- **Access control.** One gateway in front of the model enforces API keys, a rate limit of 120 requests a minute, and route and host allowlists. Friends sign in with Discord or Google (OAuth 2.0, OpenID Connect) and wait in an approval queue, with per-person limits and a daily cap on cloud replies.
- **Failover.** A local model on one RTX 3090 answers first. When the GPU is busy or the model stalls, gpt-5-mini on Azure AI Foundry carries on the same conversation.
- **Monitoring.** An owner dashboard with live service status, GPU memory history, p50 and p95 answer times and fallback rate, plus OpenTelemetry traces in Azure Application Insights. Telemetry never stores message text.
- **Operations.** Nine services started, stopped and health-checked by idempotent PowerShell scripts, each managed by its recorded PID, with written reboot, key-rotation and troubleshooting procedures.
- **Change control.** 3,000+ automated checks, attack tests included, gate every change. Every commit is scanned for secrets first.
- **Multi-agent orchestration.** Describe a job and an Architect designs the flow (which models, in what order, inside my cost limits); n8n runs it, and a headless browser opens anything it builds and reads its console before it counts as done.
- **Measured, not guessed.** My own benchmark found a localhost/IPv6 delay and cut the wait for the first word from 4.15 s to 0.16 s.
- **Built by directing AI agents.** Claude, Gemini, ChatGPT and local models share a ledger and a task board, hand work to each other mid-task, and follow my rules on what needs my OK.
- **Stack.** Python, FastAPI, SQLite, Git, PowerShell, n8n, LM Studio, Azure AI Foundry, and a Model Context Protocol server with 16 tools.

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