

LUKE PISSOCHET

Infrastructure Engineer

[My Website](#)

11 + years experience • Bilingual English & French • Dual National UK & EU right to work

+44 7938 985 007 | luke.pissochet@outlook.com |

[My LinkedIn](#)

Based in Whalley, Lancashire or Nice, France | UK-wide travel | Full driving licence & own vehicle

Security clearance: previously held UK SC clearance and additional vetting for security-sensitive government infrastructure

PROFILE

Hands-on Infrastructure Engineer with 11+ years of experience across MSP, multi-site commercial, education and security-conscious customer environments. Broad infrastructure background spanning Windows Server build and hardening, Active Directory, VMware, physical server hardware, backup/recovery, Microsoft 365, networking, firewalls and endpoint/security tooling. Strong 3rd/4th-line troubleshooting and migration experience, with practical ownership of live infrastructure changes from implementation planning and risk assessment through backup/backout preparation, execution and documentation. Comfortable coordinating with project teams, specialists and third-party suppliers, and producing technical documentation designed so another engineer can confidently pick up and complete the work. Recent Microsoft Applied Skills add current hands-on Azure networking, monitoring, resource management, storage and Entra ID experience. Particularly interested in project-focused infrastructure roles, with clearly defined priorities and responsibilities.

CORE INFRASTRUCTURE CAPABILITY

Windows & Identity: Windows Server build, hardening and maintenance; Active Directory, Group Policy, DNS, DHCP, RDP/terminal-server environments, Azure AD / Microsoft Entra ID, hybrid identity

Virtualisation & Resilience: VMware, Hyper-V, Veeam, virtual server lifecycle management, physical server/data-centre hardware work, backup monitoring/remediation and recovery support

Infrastructure Security: Fortinet/FortiGate, ESET MSP, server hardening, firewall policy, identity/access controls, VPNs, exposed-service remediation and security incident follow-up

Delivery & Documentation: Formal change control, implementation/risk/backout planning, infrastructure rollout and migration, technical procedures, knowledge transfer, Confluence, third-party/vendor coordination and PowerShell-assisted automation

Microsoft & Cloud: Microsoft 365, SharePoint Online migration, Microsoft 365 Lighthouse, endpoint/device management; Azure VNet, Azure Monitor, resource management, Azure Files/Blob Storage

PROFESSIONAL EXPERIENCE

FourNet

Infrastructure Engineer | Jan 2024 - Nov 2025

- Supported managed-services customer infrastructure spanning VMware virtual servers, backups, Fortinet and Extreme networking, authentication, wireless and on-site systems; investigated complex 3rd/4th-line faults using configuration, CLI and log analysis, and attended data centres for physical hardware upgrades, additions and removals supporting virtual server estates.
- Worked within formal change control for live customer infrastructure, documenting planned implementation steps, risks, validation, backup/rollback prerequisites and backout procedures so changes could be understood and executed by another engineer; also documented changes made during emergency maintenance.
- Reviewed VMware backup coverage and virtual estates; identified failed jobs and VMs outside the intended protection scope, resolved configuration and job-order issues, restored coverage and identified legacy/temporary VMs for controlled removal.
- Investigated a Fortinet permissions issue involving overlapping local/cloud identities, group membership and access methods; traced effective access and helped tighten the permissions model.
- Configured firewall policies, NAT/port forwarding, VPNs and user/access settings, challenging inherited configurations where the technical rationale or operational risk was unclear.
- Supported deployment of Extreme Networks switching and associated authentication infrastructure across a large UK university environment, including on-site installation, configuration and validation.
- Established the networking team's Confluence knowledge structure and produced implementation records and repeatable procedures in an easy-to-follow format, so customer history and operational knowledge could be picked up consistently by engineers across support tiers.

TLC Solutions / Individual Restaurants

Network Administrator | Apr 2017 - Jan 2024

- Held a broad infrastructure/MSP role supporting a multi-site hospitality estate of 35+ locations and external customers across Windows Server and identity services, Microsoft 365, VMware/Veeam, networking, security, RMM, endpoint management, backups and 3rd-line support.
- Supported the move from on-premises Active Directory toward a hybrid Azure AD / Microsoft Entra ID model during an office relocation and remote-working transition, including cloud identity/device administration and endpoint policy deployment.
- Migrated shared-drive data from a hosted terminal-server environment to SharePoint Online using Microsoft migration tooling; managed access groups and permissions, investigated migration errors and validated user access.
- Built and prepared Windows servers for new restaurant-site openings, applying general hardening, deploying RMM/management tooling for ongoing automation and administration, and coordinating with third-party suppliers to install and configure POS and other site-specific software.
- Identified exposed remote-desktop access following ransomware incidents, restricted the immediate risk and supported migration toward safer remote-support methods; also contributed to development of the managed security offering.
- Resolved a long-running POS/RDP issue that the software vendor could not isolate by tracing the fault to a legacy executable, validating a replacement path and creating a PowerShell-assisted deployment across customer sites.
- Created implementation notes, technical procedures, troubleshooting guides and written/video knowledge-base content with an emphasis on clear prerequisites, step-by-step actions and recovery guidance, reducing repeat escalations and enabling other engineers to complete recurring work consistently.

Burnley College

Network Services First Line Support Technician | Sep 2014 - Mar 2017

- Supported 5,000+ users across desktop, application, networking and infrastructure issues; worked with Active Directory, Group Policy, roaming profiles, remote support and user-data recovery.
- Installed, repaired, upgraded and deployed PCs, laptops, mobile devices, AV/projector systems and telecommunications equipment while maintaining asset and support records.
- Updated the internal technical wiki with new solutions and developed practical projects including a hardware repair/workshop area and virtual-reality facility.

CERTIFICATIONS & APPLIED SKILLS

Microsoft Applied Skills (August 2026): Azure networking; Azure Monitor; Azure management tasks; secure Azure Files/Blob Storage; Microsoft Entra identity and access; Copilot Studio agent building.

Extreme Networks: Extreme Certified Professional - ExtremeCloud IQ Site Engine; Extreme Certified Professional - ExtremeWireless Cloud; Associate credentials covering Fabric Connect, Switching, ExtremeCloud IQ / Site Engine and ExtremeControl; Campus Fabric and ExtremeWireless Cloud configuration, management and troubleshooting training.

Fortinet: FortiGate 7.4 Operator training; Introduction to the Threat Landscape 2.0.

EDUCATION

THEMIS / Burnley College (2014-2016): NVQ Level 3 IT, Software, Web and Telecoms Professionals; City & Guilds Level 3 Diploma in ICT Professional Competence - Systems and Principles; Level 3 Certificate in Professional Competence; Cisco Networking Academy / CCNA curriculum.

St Mary's College Blackburn (2007-2010): 3 A Levels | 11 GCSEs

ADDITIONAL

Languages: English (native) | French (fluent)