BAILEY SHEWRY

Modern Workplace Engineer

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PROFILE

Microsoft 365 and modern workplace engineer with a strong foundation in cloud administration, PowerShell automation, and end-to-end project delivery across managed-service environments. Currently leading multi-tenant M365 migrations, Intune endpoint management and SharePoint/OneDrive engineering for a portfolio of Australian clients. I combine deep technical capability with strong client-facing communication - translating complex Microsoft cloud concepts for non-technical stakeholders, handling escalations, and producing end-user training assets.

EXPERIENCE

Modern Workplace Engineer

MAR 2026 - PRESENT

Dale Group Pty Ltd · Sydney, NSW (Hybrid)

- Leading the OneDrive → SharePoint migration for a construction & infrastructure advisory client - 1,270+ project folders (~475 GB) into 14 SharePoint sites, on custom Graph PowerShell tooling, with a full permission audit and end-user training.
- Migrated a 31,000-message, 477-folder shared mailbox through Microsoft Graph, engineering around throttling, token expiry and OData encoding problems to reach 100% completion.
- Migrated about 77 client UniFi sites to a new UniFi OS Server - 54 of them in a single day - and retired the legacy controller.
- Designed and deployed a Cursor rollout under WDAC enforcement - signed MSIX, a publisher-rule supplemental policy and Intune deployment.
- Automated a brand font and Word template rollout to 108 workstations as one 10-task RMM job, including per-user Normal.dotm theme fonts.
- Administer Microsoft 365 across multiple tenants - Exchange Online (mail flow, tenant allow/block, message trace), SharePoint and OneDrive, Teams, Purview (eDiscovery, content search and purge) and Conditional Access, plus cross-tenant B2B, GDAP and cross-tenant access policies.
- Investigated and remediated email security incidents, including a business email compromise (malicious inbox rules, lookalike domain) and a phishing campaign purged from 150 mailboxes, and pushed back on elevated-privilege requests with least-privilege alternatives.
- Completed the IT controls section of a client's FY26 external audit (ASA 315) - 21 controls across 6 systems, each with evidence.

IT Technical Support Specialist (Contract)

FEB 2026 - MAR 2026

Inghams Group Limited · Sydney, NSW (Hybrid)

- Triaged and resolved incidents across Windows endpoints, M365 services, Active Directory and core business applications.
- Worked within an established ITSM environment, maintaining accurate ticket records and adhering to SLA targets in a high-volume enterprise setting.

IT Project Engineer (Contract)

OCT 2024 - FEB 2026

South East Water · Melbourne, VIC (On-site)

- Coordinated end-to-end delivery of the enterprise Lifecycle Refresh Program - planning, scheduling, deployment and stakeholder coordination.

HIGHLIGHTS

~475 GB
migrated into 14 SharePoint sites

~31,000
emails migrated via Microsoft Graph

54
UniFi sites migrated in one day

108
workstations in one RMM rollout

SKILLS

MICROSOFT 365
Exchange Online, SharePoint Online, OneDrive, Teams, Purview Compliance, Microsoft 365 admin center, Mail Flow Rules, Tenant Allow/Block Lists, Cross-Tenant Access Policies, B2B Guest Access

IDENTITY & ACCESS
Microsoft Entra ID, Conditional Access, MFA, Role Assignment, Privileged Identity Management, GDAP, Service Principals & App Registrations

ENDPOINT MANAGEMENT
Microsoft Intune, Autopilot, Win32 App Packaging, MSIX, App Control for Business (WDAC), macOS enrolment via Company Portal, Defender for Endpoint, Compliance & Config Profiles

AUTOMATION & SCRIPTING
PowerShell, Microsoft Graph PowerShell SDK, Exchange Online PowerShell, Invoke-MgGraphRequest, Microsoft Graph mail & calendar APIs, RMM scripting (Bluetrait tasks & chained jobs), REST API integration

MIGRATION & PROJECTS
OneDrive → SharePoint, Mailbox migration via Graph, Tenant-to-tenant, Lifecycle refresh programs, Windows 10 → 11, Project planning & stakeholder coordination

- Managed the Windows 10 → Windows 11 upgrade across all business devices with minimal disruption.
- Oversaw the full device lifecycle - asset tracking, stock management, logistics and decommissioning.
- Developed automation scripts to streamline build and imaging, reducing manual workload and improving consistency.
- Acted as primary point of contact for project stakeholders, providing status updates and ensuring high client satisfaction.

Service Desk Deputy Shift Leader

JAN 2024 - JUL 2024

Prolinx Ltd · Watchfield, UK

- Provided operational leadership, acting as deputy Shift Leader during peak periods and absences.
- Coached the Service Desk team to consistently meet performance standards.
- Managed and coordinated Major Incidents - timely customer communication and effective cross-team resolution.
- Held UK Government security clearances (UK Security Vetting) for work in classified environments.

Service Desk Analyst

JUN 2022 - JAN 2024

Prolinx Ltd · Watchfield, UK

- Logged, categorised and prioritised incidents to defined SLA and KPI targets.
- Resolved a wide range of technical issues at first contact using SOPs and structured troubleshooting.
- Identified root causes promptly to minimise downtime and contributed quality/efficiency improvements.

SECURITY & COMPLIANCE

Incident response (BEC, phishing purge), Defender for Business, Conditional Access design, IT general controls evidence for external audit (ASA 315), ITIL framework, ISO 27001 awareness

INFRASTRUCTURE

Active Directory, Group Policy, DNS, Windows Server (incl. 2025 DC replacement), Synology DSM, UniFi networking, UniFi OS Server, VPN troubleshooting

TOOLING & OTHER

Bluetrait RMM, ConnectWise / Halo PSA, 3CX, Adobe Creative Cloud admin, M365 Copilot deployment, Power Platform admin, MCP / AI tooling

CERTIFICATIONS

IN PROGRESS

Microsoft Azure Administrator Associate (AZ-104)

PRINCE2 Foundation & Practitioner (Version 7)

COMPLETED

Level 3 Information Communications Technician - Azure Cloud Support Specialist V2 Apprenticeship (QA Ltd, 2022-2024)

Level 3 Extended Diploma in Sport & Physical Activity (New College Swindon, 2020-2022) - Pass

LinkedIn Learning - Project Management Foundations; Getting Started as a Project Coordinator

Certified Fire Marshal (British Red Cross, current); Certified First Aider (British Red Cross)

CLEARANCE

Previously held UK Government security clearances (UK Security Vetting) for work in classified environments, 2022-2024.