

Mateo Hela

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Results-driven IT Infrastructure Manager with 5+ years' progressive experience leading technology operations across 16 geographically dispersed offices in the legal sector. Currently directing cloud infrastructure (Azure AD/Entra ID, Intune MDM, Microsoft 365), network architecture, and endpoint security for GT Stewart Solicitors — delivering high-availability systems that keep fee-earners productive and compliant.

Proven ability to reduce incident resolution times, optimise SLAs, and harden infrastructure through proactive monitoring, structured service-desk workflows, and disciplined change management. Skilled at managing MSP/ISP vendor relationships and negotiating service agreements that align uptime commitments with business continuity requirements. Deep hands-on expertise in VMware vSphere, Omnisia Horizon VDI, 3CX unified communications, and ITIL-aligned IT service management.

Combines technical depth with genuine understanding of professional services environments — where downtime impacts billable hours, data confidentiality is non-negotiable, and regulatory compliance (SRA, GDPR) underpins every technology decision.

Experienced in legacy system modernisation, disaster recovery planning, and building IT teams that anticipate problems rather than react to them.

WORK EXPERIENCE

IT Infrastructure Supervisor

Nov 2023 - Present

GT Stewart Solicitors

- Assumed sole ownership of IT operations for 280 users across 16 offices during the IT Manager's unplanned absence — just six months after joining. Architected incident triage protocols, managed vendor escalations, and executed proactive infrastructure monitoring that sustained continuous service delivery and prevented critical outages under high-pressure conditions.
- Sustained continuous IT service delivery for 260-280 users under high pressure: resolved critical incidents, managed SLAs and coordinated remote and on-site fixes to prevent outages.
- Administer hybrid cloud infrastructure spanning Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive), Azure AD/Entra ID, Azure AD Connect, and Intune MDM — ensuring secure identity and access management, endpoint compliance, and GDPR-aligned policy enforcement across a dispersed multi-site estate.
- Engineer and maintain virtualisation platform (VMware vSphere, Omnisia Horizon VDI) and on-premises Windows Server infrastructure. Manage capacity planning, performance monitoring, and business continuity protocols to sustain high-availability services.
- Lead 3CX VoIP telephony operations and core network services (DHCP, VLANs, Wi-Fi). Manage ISP and third-party vendor relationships through structured change management to resolve outages and optimise performance.
- Build PowerShell and Python automation for user provisioning, device enrolment, and routine maintenance — reducing manual administrative overhead and improving deployment consistency across the estate.
- Champion end-user enablement through targeted training programmes and technical documentation. Drive first-contact resolution rates and reduce support ticket volume through accessible self-service resources.
- Streamline device imaging and asset lifecycle management processes to enforce security baselines and ensure compliant, repeatable deployments aligned with organisational and regulatory standards.
- Partner with senior stakeholders in annual IT planning and technology roadmap development. Align infrastructure investment priorities with legal sector compliance obligations and strategic business goals.

Azure AD · Microsoft 365 · Intune · VMware vSphere · Omnisia Horizon · 3CX VoIP · PowerShell · Python · Windows Server

ICT Technician

Sep 2021 - Oct 2023

Joskos Solutions

- Supported multi-site education environments: user account management, Azure AD/Intune device management, Office 365 administration and local network support.
- Implemented and supported third-party systems (Net2, BrightSign, PC-NVR SmartPSS, InVentry, ParentPay, SIMS, Papercut).
- Delivered server maintenance, backups, patching and endpoint remediation (Sophos Central); assisted in GDPR-sensitive investigations.
- Automated routine tasks using PowerShell and Python to reduce provisioning time and minimise errors.
- Managed the Technical ICT department including procurement, asset management and licence records.
- Delivered first-class customer service ensuring resolutions within defined SLA timeframes.

Azure AD · Intune · Office 365 · Sophos Central · PowerShell · Python · Windows Server · SIMS · Papercut

PROJECTS

Moira.One 2025-Present

Creator & Developer

Personal growth platform for goal tracking, habit building & journaling

- Designed, built and deployed a full-stack personal growth platform with goal tracking, habit building and journaling.
- Built with Django REST framework, PostgreSQL, server-side rendering and responsive UI.
- End-to-end ownership as sole developer: architecture, backend, frontend and deployment.

Django · Python · PostgreSQL · JavaScript · REST API · HTML/CSS · Responsive Design

EDUCATION

Business Intelligence Data Analyst

CodeAcademy · 2023

Bachelor of Science

Birmingham City University · Sep 2020 - Jun 2022

SKILLS & EXPERTISE

Cloud & Productivity	Virtualisation & Servers
Azure AD, Azure AD Connect, Microsoft 365, Exchange Online, Teams, SharePoint, OneDrive, Intune, Conditional Access	VMware vSphere, Omnisca Horizon, Citrix, Windows Server, IIS
Networking & Comms	Security & Resilience
DHCP, VLANs, Wi-Fi/APs, 3CX VoIP, ISP Coordination	Endpoint Protection, Sophos Central, MFA, SSO, Incident Response, GDPR
Automation & Tools	Management
PowerShell, Python, ITSM/Ticketing, ISL Online, TeamViewer, Quick Assist	SLA Management, Vendor Management, Asset Lifecycle, DR Planning, Team Training