Daniel Duna

MICROSOFT 365 & MODERN WORKPLACE ENGINEER

dannyduna@icloud.com

+44 7876496362

Spalding, LIN

SharePoint and Microsoft 365 Specialist with extensive experience delivering, managing, and supporting enterprise collaboration platforms across Microsoft 365. Skilled in SharePoint Online administration, site migrations, Power Automate workflow automation, and Entra ID/Intune integration.

WORK EXPERIENCE

Microsoft 365 Support Analyst / Silicon Reef

JUNE 2024 - PRESENT

- Provide expert support and configuration of SharePoint Online, improving collaboration and document management across multiple client tenants.
- Build and maintain SharePoint sites, manage permissions, and streamline workflows using Power Automate and PowerShell.
- Act as a consultant to business stakeholders on M365 best practices, governance, and automation, improving service efficiency.
- Support integration of Intune, Entra ID, and Teams with SharePoint for unified collaboration and compliance.
- Maintain M365 environment health, monitor performance, and implement security and compliance standards.

Senior Technical Support - Third Line / Carter Jonas LLP

JUNE 2021 - JUNE 2024

- Delivered 3rd-line support and project delivery for SharePoint Online and hybrid environments, enabling a smooth digital transformation.
- Led troubleshooting, site configuration, and user adoption for collaboration tools including Teams, OneDrive, and Exchange Online.
- Automated repetitive admin tasks and deployment processes using PowerShell and Power Automate.
- Administered and maintained Group Policy, DNS/DHCP, and user identity in Azure AD / Entra ID.
- Served as escalation point for complex Microsoft 365 and networking issues, mentoring junior team members.

Service Desk Analyst / CDW

MAY 2019 - JUNE 2021

- Supported enterprise M365 environments covering SharePoint, Exchange, and Teams, ensuring availability and user satisfaction.
- Managed user provisioning, permissions, and access via Azure AD and Intune.
- Handled M365 incident and request tickets, delivering prompt solutions within SLAs.
- Created and maintained internal documentation to support continuous service improvement.

EDUCATION

2024-

Project Management
ARDEN UNIVERSITY

SKILLS

- SharePoint Online Administration & Site Configuration
- Microsoft 365 Suite (Teams, OneDrive, Exchange Online)
- Entra ID (Azure AD) & Intune Integration
- Power Automate & PowerShell Automation
- Permissions, Compliance & Governance
- M365 Tenant Management & Migration
- Incident / Change / Problem Management (ITIL)
- ServiceNow & JIRA | Technical Documentation | User Training

CERTIFICATES

MS-900
PL-900
SC-900
AZ-900
AZ-140
CompTIA A+
ITIL v4