Sam Marshall

IT Support | Windows | Microsoft 365 | Telephony | Linux and Docker

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Full UK Driving Licence

Profile

Three years in a high volume customer facing role at a logistics company, handling 100+ queries a day by phone and email through an in-house ticketing portal, and during that time I have taken on the company's IT. Act as first line for staff issues, administer Microsoft 365 users and licences and the BT Cloud Voice telephony platform, deploy and maintain the Windows PC fleet, and build internal tools now used across the team. Run a Debian server at home with Git-tracked Docker stacks covering networking, remote access and self-hosted applications. Looking to move into 1st line support or service desk work.

Professional Experience

Linear Logistics Nottingham

Customer Services October 2023 to present

Customer service role in which I have taken on the company's IT support and internal tooling alongside the core duties.

- Act as first line for staff IT issues: Microsoft 365 errors, hardware failures, printers and data recovery. Escalate to the mobile scanning software vendor where the fault sits with the application, and retest fixes before sign off.
- Resolved recurring VoIP call failures affecting home workers across two ISPs. Traced the cause to consumer routers dropping UDP NAT bindings and breaking the Webex keepalive, then routed home traffic through the office using a Debian Tailscale exit node.
- Built an HTML tool that ingests raw container spreadsheets and sorts them on load, removing around 10 hours of manual management time per week. Now used across the team.
- Handle 100+ queries per day from customers, drivers and delivery partners by phone and email, logged and tracked through the company's in-house web portal ticketing system, to deadline throughout.
- Administer Microsoft 365 through the admin centre: user accounts, licence assignment and password resets.
- Administer the company BT Cloud Voice (Webex Calling) platform: users, hunt groups, auto-attendant and out of hours routing. Delivered a message-then-disconnect call flow the platform has no native setting for, using a User Intercept configuration that avoided a chargeable licence.
- Deploy and maintain the Windows 10 and 11 PC fleet, including builds, hardware upgrades and peripheral setup.
- Built and maintain three internal tools in use on site: a Chrome extension that flags consignment deadlines red, amber or green on the ticket; a floor-mounted arrivals dashboard built to a director's brief showing vans remaining, ETAs and dwell time over HDMI-over-Cat6 with logging to Google Sheets; and a self-hosted response template service (Node.js, Express, Docker).
- Produced video documentation and training material for staff and delivery partners covering data storage and route planning.

Technical Projects and Home Lab

Self-hosted Debian server

Run a Debian server hosting multiple Docker Compose stacks behind Nginx Proxy Manager, with public access via Cloudflare Tunnel and private access via Tailscale. Configuration is Git-tracked.

github.com/smvfs-uk/homelab

Proxmox host recovery

Recovered a Proxmox host after the root password was lost, using GRUB single-user mode to reset it rather than rebuilding the machine.

Cloudflare upload limit diagnosis

Diagnosed failed transfers of large files to external recipients as Cloudflare's 100MB request limit rather than an application fault. Moved that one service onto Tailscale Funnel to bypass the proxy limit while keeping the rest of the estate behind Cloudflare.

Self-hosted applications

Built and maintain an expense tracker (Python, FastAPI, SQLite) with open banking synchronisation and push notifications, and a training tracker (Node.js) for progressive overload programming.

Certifications

MS-900 Microsoft 365 Fundamentals — Exam booked

Microsoft

Technical Skills

Service and Support

Phone and email support, Ticketing, Escalation, End user support, Documentation

Microsoft 365

Admin centre, User accounts, Licensing, Password resets, Outlook, Teams, SharePoint, OneDrive

Windows and Endpoints

Windows 10, Windows 11, Builds and deployment, Hardware upgrades, Printers, Data recovery

Telephony and Mobile

BT Cloud Voice, Webex Calling, Hunt groups, Auto-attendant, Call routing, Voicemail, MDM

Linux and Infrastructure

Debian, Ubuntu, Docker, Docker Compose, Nginx Proxy Manager, Cloudflare Tunnel, Git, GitHub

Networking and Remote Access

VPN, Tailscale, Reverse proxy, IP cameras, RTSP

Scripting and Development

JavaScript, Node.js, Python, FastAPI, HTML, CSS, Chrome extensions

Education

Ormiston Ilkeston Academy

GCSEs • Including English and Maths

Ilkeston, Derbyshire

GitHub

smvfs-uk

LinkedIn

smarshalluk