



# PIERCE MILLER

## CONTACT

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## REFERENCE

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- 📁 Rothbury Insurance

**IT Support Analyst with 4+ years of experience** supporting enterprise environments across Microsoft 365, SharePoint, M-Files and end-user experience. Trusted technical point of contact for executive stakeholders with proven experience leading migrations, mentoring junior analysts, and delivering high quality support in fast-paced environments.

## EXPERIENCE

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### TreeTime App 2020 - 2022

Front End Developer

- Modernized the company's legacy WordPress website by upgrading the platform, implementing a new theme, and improving overall site performance and usability.
- Updated outdated features and migrated content to a newer, more efficient structure, ensuring compatibility with current web standards.



### Rothbury Insurance Brokers 2023 - 2024

IT Helpdesk Analyst

- Supported staff with day-to-day technical issues across hardware, software, accounts and Microsoft 365 apps.
- Managed tickets through phone, email, and the helpdesk system, resolving issues or escalating when required.
- Set up new users and devices, handled access changes, and kept documentation up to date.



### Rothbury Insurance Brokers 2024 - Present

IT Support Analyst

- Serve as the primary technical point of contact for executive team members, providing expert support across hardware, software, accounts and Microsoft 365 applications.
- Mentor and guide junior analysts, promoting best practices, knowledge sharing, and efficient problem resolutions.

## PROJECTS

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### **SharePoint (Rothbury Insurance Brokers)**

#### Migration

- Supported SharePoint migration from on-premises services to SharePoint for Rothbury Insurance, leveraging Sharegate to efficiently transfer data, restructure sites, and maintain access permissions while minimizing downtime.
- Provided end-user support during SharePoint migrations, troubleshooting post-migration issues and creating detailed documentation to ensure smooth handover to the broader team.



### **M-Files (Rothbury Insurance Brokers)**

#### Migration

- Led the migration of documents and workflows to M-Files from a service delivery perspective, ensuring accurate data transfer and minimal disruptions to brokers across the business.
- Collaborated with stakeholders to advise existing content structures and contribute to optimizing M-Files setup.
- Conducted testing and validation of migrated data, identifying and resolving discrepancies to maintain data integrity.
- Acted as a key point of contact for the migration project, coordinating between IT, business units, and external vendors.
- Provided end-user support for post-migration, troubleshooting issues and guiding users on the new system functionality.

## EDUCATION

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### **Auckland University Technology 2015 - 2019**

#### BA in Computer Information Science

- Completed an internship at SmartPay, assisting with the redevelopment of the front-end user interface for their web-based technical support system.
- Led and coordinated a team of interns as Project Manager, managing task allocation, timelines, and deliverables to ensure successful achievement of project milestones.

## SKILLS

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### End-User & Executive Support

- Provide high-priority technical support to executive and senior leadership, ensuring minimal downtime and clear communication.
  - Troubleshoot complex hardware, software, and access issues across Windows devices, peripherals, and business applications.
  - Act as escalation point for complex or sensitive issues requiring advanced troubleshooting and stakeholder management.
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### Document & Content Management Systems

- **SharePoint Online**
    - o Site structure design, permission management, content migration, and user support.
    - o Experience supporting on-prem to cloud migrations using Sharegate.
  - **M-Files**
    - o Led service delivery aspects of document and workflow migration.
    - o User support, metadata troubleshooting, access permissions and system adoption guidance.
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### Front-End and Technical Background

- Front-End development experience using WordPress, including site modernization and performance improvements.
  - Strong understanding of web technologies and user experience principles, aiding effective collaboration with development and business teams.
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### Mentorship & Leadership

- Mentor and support junior IT Analysts, providing guidance on troubleshooting techniques and service delivery standards.
- Act as a trusted “go-to” team member for complex issues and knowledge sharing.
- Support team capability uplift through documentation and informal training.