Pierce Miller

Mt Roskill • Auckland 1041 • 021 129 7248 • piercemiller23@gmail.com

▼ Objective

I am actively pursuing avenues to expand my knowledge of IT, with a focus on emerging technologies, cybersecurity, and software development, while also enhancing my skills in people management and acquisitions to effectively navigate the complexities of IT projects and team dynamics.

▼ Experience

2020–2020
Freelance Web Developer • Fiverr

2020–2022
Web Developer • Treetime App

2023–2024
IT Helpdesk Analyst • Rothbury Insurance Brokers

2023–Current
IT Support Analyst • Rothbury Insurance Brokers
Key responsibility is to support the business in any form possible relating to IT. This includes network configuration to managing acquisitions and the logistics from an IT perspective.

▼ Current Role

- Provided first-line support for hardware and software issues, troubleshooting problems and resolving user inquiries in a timely manner.

- Work closely with externals to support the evaluation, procurement, and implementation of new IT systems and technologies, collaborating with stakeholders to assess needs and ensure successful integration.

- Manage and support Office 365 environment, including user account provisioning, license management, and troubleshooting issues across applications like Exchange Online, SharePoint, Teams, and OneDrive

- Assist in the migration of on-premises data and applications to Office 365, ensuring minimal disruption to users and maintain data integrity throughout the process, by utilizing applications like Sharegate.