



BRUCE BENSON

IT Support & Automation Specialist

CONTACT

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SKILLS

Automation
Troubleshooting
Documentation
Training
Communication
Project Management
Process Improvement
Root Cause Analysis
Customer Service
Technical Support

PROFILE

IT Support & Automation Specialist with 20 years of experience delivering scalable solutions, streamlining workflows, and empowering teams. Known for transforming manual processes into efficient, automated systems using Microsoft Power Platform, SharePoint, Teams, and third-party integrations.

Proven success in leading cross-functional migrations, training diverse user groups, and producing clear, branded documentation that enhances service delivery. A trusted technical partner with a passion for visual communication, continuous improvement, and making IT accessible to all.

WORK EXPERIENCE

Senior IT Support Analyst

Co-op Wholesale / Scunthorpe / Apr 2012 - Ongoing

My role encompasses providing day-to-day end-user and device support while maintaining the operational stability of existing IT systems and associated infrastructure equipment. Additionally, I manage projects, sit on the Change Advisory Board, and head up the transition process for the Service Desk. I also take on managerial responsibilities in the absence of my line manager.

- Leveraged Microsoft Power Platform to streamline processes, automate manual tasks, and enhance communication channels - delivering an estimated 5,000 working hours saved within 12 months.
- Led end-to-end migration from legacy Call Centre to Netcall Converse CX, across four departments. delivered 10+ tailored training sessions to 85+ users, coordinated third-party integration, and provided post-launch support-resulting in improved workflows, hybrid readiness, and formal recognition for project leadership.
- Managed migration from legacy Cisco to Microsoft Teams Voice for 260+ users across Windows devices, Mobile and Tablet Devices, Ongoing support, training and administration and continual service improvement.
- Deployed and managed hardware and software across 6 UK offices and warehouses via Microsoft SCCM
- Ongoing Training 12 Service Desk colleagues in technical subjects.
- Produced IT communications and technical documentation for new systems and software. Created branded one-pagers and user guides covering remote work, hot desking, onboarding, downtime alerts, maintenance updates—reducing support requests and improving user experience.



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YEARLY PERFORMANCE

2024/2023/2022/2021 – Exceeding
Consistently great performance.

- Role model for behaviors and ways of working inside and outside of my team.
- Made a positive impact and added value to the business consistently going above and beyond requirements of my role.
- High levels of effort by taking on higher levels of responsibility with limited or no supervision.

EDUCATION

Cisco Certified Network Associate (CCNA)

**BTEC National Award for IT Practitioner's
Achievement**

ICT System Support Computer Maintenance

North Lindsey College
2003 – 2005

REFERENCES

Ian Bolton

Service Desk Manager

Co-op Wholesale

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WORK EXPERIENCE CONTINUED

IT Support Analyst

Co-op Wholesale / Scunthorpe / Apr 2008 - Apr 2012

In this role, I provided day-to-day 1st line support for end-users and devices, as well as managing daily backups across physical tape and file share systems. Additionally, I was responsible for continuously reviewing and improving processes to align the helpdesk function with industry-standard methodologies and practices.

IT Network & Support Technician

TGB Computers / Grimsby / Mar 2006 - Mar 2007

Provided customer software and hardware support under SLA contracts, including on-call availability for retail and office environments. Created custom solutions and provided quotes for required hardware and software, as well as assisting with their setup as needed.

PROFESSIONAL DEVELOPMENT

ITIL Foundation 3

PeopleCert - Credential ID GR750369207BB

2018

Scissor Lift Category 3A

RTITB Accredited Training

2019

Microsoft Power Platform: Automate Business Process [Microsoft Course 49766]

Microsoft 365 Teams Phone [Microsoft Course 48311]

Microsoft 365 Security Administrator [Microsoft Course MS500]

Cisco Certified Meraki Network Operator (CMNO)

Administering system Centre 2012 Configuration Manager [Microsoft Course 10747]

Deploying System Centre 2012 Configuration Manager [Microsoft Course 10748]