



# Mihail-Vlad Prăjescu

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## Summary

Seasoned IT professional with 15+ years of diverse technical expertise, combining strong communication skills to build trusted client relationships and deliver exceptional service solutions.

## Skills

Leadership

Teamwork

Communication

Attention to Details

Problem Solving

## Certifications

**Microsoft Certified Professional (MCP)**

Microsoft

**Microsoft: Administering Office 365**

Microsoft

**MS365 Certified: Fundamentals (MS-900)**

Microsoft

**Microsoft Azure: Fundamentals (AZ-900)**

Microsoft

**MS Certified: Azure Administrator Associate (AZ-104)**

Microsoft

**Azure Virtual Desktop (AZ140 Course)**

Microsoft

**Terraform on Azure (Course)**

HashiCorp

## Employment History

### Setel

Senior Engineer

Feb 2023 - Present

London, UK

- Led M365 Tenant-to-Tenant migrations, improving system efficiency by 80%
- Optimised software licensing strategies, reducing costs by over 50%
- Secured Cyber Essentials & Plus certifications for Setel and clients
- Designed and implemented Azure cloud infrastructure, enhancing security and compliance
- Deployed critical software solutions via Microsoft Intune, minimising maintenance costs
- Implemented comprehensive security policies, including Conditional Access and MAM/MDM protocols
- Developed best practices for automated device enrollment (Apple Business Manager, Intune, AutoPilot).
- Designed and delivered SharePoint intranet hub in cross-departmental collaboration for customer
- Managed HCI Hyper-V clusters with Storage Spaces Direct for manufacturing environments
- Documented technical processes through architectural diagrams, network diagrams, disaster recovery, and SOPs
- Advised on Microsoft partnership requirements and licensing benefits, leading Modern Work implementation and training programs
- Provided technical audits and cloud infrastructure recommendations for clients

### Eze Castle Integration

System Specialist

Nov 2015 - Dec 2022

London, UK

- Serve as an escalation point for Service Desk, Engineering, and client support teams
- Deliver on-site and remote technical support while managing client IT infrastructure
- Oversee Microsoft 365 and Azure environments, implementing sustainable solutions to complex challenges and document processes for knowledge sharing
- Conduct client environment audits with technical recommendations and security consultation
- Configure security platforms including Microsoft Entra Conditional Access, DUO MFA, and zero-trust services
- Utilize remote monitoring tools, MDM/MAM solutions, and security applications effectively
- Provide advanced Active Directory support and lead technical projects
- Develop PowerShell automation scripts and collaborate across functional teams
- Support after-hours projects throughout London and European locations

## Employment History

### Travel Republic

IT Engineer

Feb 2015 - Nov 2015

London, UK

Provide onsite IT support for London main office and offsite support via Teamviewer for Barcelona and Bangalore offices, while proactively monitor all systems using Nagios/CheckMK, Solarwinds, Pingdom and Websitepulse and react if necessary as well as participating in on call rotation support schedule to extend after hours support for company services and customer support users.

### Class IT Outsourcing

Network Support Administrator

Jul 2012 - Feb 2015

Bucharest, Romania

Manage a mixed environment IT infrastructure of many clients from different industries, including pharmaceutical, retail, manufacturing, car rentals and manufacturing. Manage 1st line of support team and guide them in the right direction to grow and adhere to business requirements and keep within Service Level Agreements.

### RDA Enterprises

IT Technician

Sep 2010 - Apr 2012

Bucharest, Romania

Coordinate and migrate clients from Microsoft solutions to Novell and SuSE Linux Enterprise solutions such as moving from Active Directory to eDirectory and Exchange to GroupWise and also provide in-house IT support as well as software testing for the developers department.

### Mixera S.R.L.

Sales Manager

Aug 2009 - Nov 2009

Bucharest, Romania

Design and develop company website and also design new brochures and flyers in close collaboration with the management. I would attend networking business events to attract new customers while also provide Customer Care by keeping existing customers in good relations. Increased company revenue by almost 50% in two months.

### S.C. Proiect Bucuresti S.A.

System Administrator

Feb 2007-Jul 2009

Bucharest, Romania

Worked closely with banks, customers and business partners, to track and update contracts, bills, invoices and performance guarantees while also doing cross-team collaboration with the accounting department, HR and the contracts department to create financial reports for the CFO.

Provide on-site IT support and operate IT inductions for new joining employees. I would build workstations, including managing and coordinating hardware upgrades, and tune industry specific software such as AutoCAD and Corel Draw for employees while also tracking and updating company software licensing and hardware inventory through a selfdeveloped system.

## Education

### Spiru Haret University

Computer Science

Sep 2009 - Jul 2013

Bachelor Degree

## Languages

English

Fluent

Romanian

Fluent

French

Beginner

Spanish

Beginner

## Links

### LinkedIn

<https://linkedin.com/in/mprajescu>

### Microsoft Transcript

<https://learn.microsoft.com/en-us/users/mihail-vlad-prajescu/transcript/de54etjk184zyeg>