

PERSONAL DETAILS

Redacted in website version – see recruitment websites or contact me directly for these details

Technical Skills and Experience

I have extensive experience working with a wide range of applications, manufacturers, and standards, including:

- **Operating Systems:** Windows (7–11 & Server 2008–2022), MacOS, iOS, Android.
- **Virtualization and Cloud:** Hyper-V, VMware, Azure, Azure SSO, AWS Route 53.
- **Backup and Security:** Acronis, Barracuda, BitDefender, SonicWall, Fortinet, GoodAccess.
- **Networking and Infrastructure:** Wireless Access Points, Switches, Routers, Firewalls, CISCO, Meraki, Ubiquiti Unifi, Dell, HP, DNS, DHCP, VLANs, Web Domains & Hosting.
- **Communication and Collaboration:** MS Office Suite & O365, Teams, Slack, VoIP, Exchange, Miro.
- **Project Management and IT Service Management:** Jira, Itarian, Intune.
- **Access Control and Monitoring:** Net2, PRTG.
- **Apple Ecosystem Management:** Apple Business Manager, JAMf, LightSpeed, Intune.
- **Compliance and Standards:** ISO27001, DPA/GDPR.

I hold a current, clean UK car driving license, enhanced DBS check and valid Passport.

EDUCATION

Secondary: Sept 1990 – July 1995, 8 GCSE's Grades A-D

Further: January 2000 - July 2000, Certificate in Computer Repair and Maintenance.

October 2009 – September 2010, NVQ3 Health & Social Care Children and Young People.

November 2011 – July 2012, NVQ3 Supporting Teaching & Learning

Higher: September 2005 – July 2006, Cisco Certified Network Associate (CCNA)

2016 – Current, part time study for BSc Computing and IT

Job related:

2022 BSI ISO 27001 Lead Implementor Training Course

2012 PETA - Portable Appliance Testing (PAT) certificate of course attendance

2007 – 2020 IHASCO (online training)

Safeguarding & Child Protection,

Child Development, Fire Safety, GDPR,

Activity Risk Assessment, Health & Safety at Work, Working at Height.

EMPLOYMENT HISTORY

Employed from: August 25th 2022 Employed to: Present Day

Post Held: Senior IT Technician / Data Security Officer / ISO27001 lead implementer

Employers Business: Application Development and Software Integration

Benefits: Flexible working hours, WFH, Private Dental & Healthcare, PerkBox, Training, Company Events,

Opportunities to buy / sell holiday, Company trips.

Reason for leaving: looking for increased job security.

06/2015 08/2022 IT Manager

03/2014 06/2015 Client Support / Service Desk Manager

08/2007 03/2014 Assistant IT Manager

08/2005 08/2007 Residential Support Worker

08/2004 07/2005 Chip & Pin Engineer

10/2003 07/2004 Senior Team Leader

04/2003 10/2003 Production Line Trainee Supervisor

1998 – 2003 Home carer for family member

1997 – 1998 Tracy Oliver Recruitment

1996 – 1997 Lucas SEI Ltd, Production Line Feeder

Personal Statement

With extensive experience in IT leadership and senior management, I have led and developed technical teams across multi-site, multi-disciplinary, and multinational environments.

Alongside managing staff and IT operations, I have designed and delivered comprehensive training programs across diverse subjects translating complex technical information into clear, actionable insights for stakeholders at all levels.

I am adept at managing supplier relations, setting expectations, and ensuring timely delivery of projects. As a confident decision-maker, I prioritise effectively to meet company objectives.

Thriving within high-paced environments, I oversee the daily operations of IT systems and drive strategic IT direction. My commitment to confidentiality, flexibility, and a strong work ethic ensures that both my workload and that of my team are managed securely and efficiently to achieve company goals.

I am dedicated to going above and beyond, support my team and colleagues. My proactive approach has seen me take on additional responsibilities, from HR to maintenance, ensuring seamless business continuity even in unexpected situations.

Accomplishments in my current role include.

- **Cloud migration:** The migration of unsupported and outdated complex physical and logical systems to modern infrastructure (Windows Server 2022) and from there into a cloud only environment. This included the planning, set up, testing documentation and training of all stakeholders.
- **Security:** Setup and enforcement of MFA / 2FA and conditional access alongside implementation of Azure SSO for supported platforms, obtaining cloud-based VPN's, implementing Intune MDM and a configuring a centralised AV solution.
- **Integrity & Availability:** Implementation of DKIM, DMARC, SEG (secure email gateway), Barracuda backups for O365, Document classification and retention tagging.
- **ISO27001 and Cyber Essentials:** led the team through two British Assessment audits with zero non conformities and aligned security to acquire Cyber Essentials and have prepared for Cyber Essentials Plus.
- **Overseas work:** Performed asset audit, configuration of new office Wi-Fi and network infrastructure, performed laptop break/fix and Intune device enrolments. Set up of ethical asset disposal (in line with WEEE) and implemented secure data destruction processes.