

IT Support Profile

Practical IT support technician moving from client-facing technical support into a dedicated team. Two years' experience resolving Windows user issues across hardware/software faults, connectivity, MFA guidance and file recovery. Methodical in checking symptoms, testing likely causes and turning findings into a clear fix or escalation route, backed by Active Directory and Jira service desk projects. Comfortable handling multiple requests without losing ownership, quick to learn unfamiliar systems and ready to build depth in a professional environment. Available in one week for London and surrounding areas.

Key Skills

- **Support:** Troubleshooting · End-User Support · Windows Deployment · Ticket Triage · Queue Handling · Escalation Notes
- **Microsoft:** Windows 10/11 · Microsoft 365 · Active Directory · Remote Desktop · Event Viewer · PowerShell · Procmon
- **Networking:** TCP/IP · DNS · DHCP · Wi-Fi · LAN/WAN · VPN · Routers · Printers · Firewall Rules · Wireshark · Nmap
- **Security:** MFA · Patch Review · Access Control · Log Review · Evidence Collection · Vulnerability Awareness · Monitoring

Technical Projects

- **Active Directory Support Lab (Windows Server · Active Directory · DNS · DHCP · GPO · RDP · PowerShell) | ADBox**
Implemented a virtualised Windows Server 2022 domain to centralise users, devices, groups, policies and access. Configured a writable domain controller, domain-joined Windows clients, DNS and DHCP client addressing. Practiced with OU structure, security groups, Group Policy, shared access and Remote Desktop. Documented topology, login validation, DNS checks, policy results, file access, RDP validation and setup troubleshooting.
- **Service Desk Workflow Lab (Jira Service Management · ITSM · Ticket Queues · SLA · Knowledge Base · AD) | N3**
Put Jira Service Management into practice by turning Windows domain support requests into recorded, prioritised and transferable service desk cases. Configured request intake, ticket queues, user impact, priority, SLA tracking, troubleshooting notes, escalation handover, resolution summaries and knowledge-base records. Documented password resets, account lockouts, onboarding, access requests, connectivity faults and Remote Desktop support.
- **Windows Patch Review Tool (PowerShell · Python · Windows Update · KB · MSRC · JSON · Markdown) | Kolektria**
Built a Windows patch-review tool to collect, compare and report system update state with scripts. Collected OS details, installed KBs and Microsoft Security Response Center advisory data, then compared local patch evidence against expected security updates, KB references and supersedence chains. Produced JSON and Markdown reports for update review, vulnerability awareness and technical handover.

Professional Experience

E-commerce Administrator at Lifeless Chasm Records (Self-employed) | London, UK | October 2018 - Present

Administered the label's online store ecosystem from asset production through to dispatch, keeping orders, inventory, customer messages, shipping and sales channels aligned while troubleshooting device, software and connectivity issues as they came up.

- Supported 2,000+ customer orders by triaging Shopify, Discogs and Bandcamp notifications, payment flags, stock changes and dispatch updates, maintaining an issue rate below 5% with response targets and prompt follow-up.
- Standardised 70+ physical-media release setups by preparing product listings, Adobe Photoshop and DaVinci Resolve assets production, stock allocation, packing requirements and launch checks into repeatable workflows.

Project Coordinator at EC Renovations (Self-employed) | London, UK | June 2016 - April 2026

Coordinated renovation projects from enquiry to completion, acting as the main client contact for site visits, measurements, quotations, updates and sign-offs. Drove to customer sites, explained constraints and kept delivery moving.

- From 2024, resolved 50+ technology issues involving home networks, file recovery, Windows setup, peripheral devices and MFA guidance, turning ad hoc requests into clear fixes and becoming the primary technical contact for 10+ clients.
- Streamlined estimating, onboarding and project records with Google Workspace tools, producing 150+ estimates, reducing frequent pre-work questions to rare follow-ups and helping deliver 60+ client renovation projects.

Education & Certifications

MSc Cybersecurity and Emerging Threats

Middlesex University, London 2025 - 2026

Distinction-Level Results | Taught Modules Completed

BSc Cybersecurity and Digital Forensics

Middlesex University, London 2022 - 2025

First Class Honours | Outstanding Achievement Award

MS-900: Microsoft 365 Fundamentals

February 2026 | [Credential](#)

AZ-900: Azure Fundamentals

In Progress | Expected July 2026

SC-900: Security, Compliance, and Identity Fundamentals

In Progress | Expected July 2026