**JOHN DOE**  
ICT Engineer | Security Architect | Security Engineer

+44 (0)1111 111 111 | [johndoe@email.com](mailto:johndoe@email.com) | Kent, ME10 5BH | [www.linkedin.com/in/john-doe/](http://www.linkedin.com/in/john-doe/)

PROFILE

A determined, proactive and reliable ICT Engineer with over 10 years’ experience within the private sector and HM Forces, possessing a passion for IT. Traits include being a highly motivated, versatile and articulate professional with a can-do attitude. Skills span from virtualisation, server environments, networking and PC hardware to leadership, critical thinking and detail-orientation. Aptly certified in a variety of courses including the likes of CompTIA PenTest+, Certified Ethical Hacker, Sophos Certified Architect, ITIL Foundation and a variety of Microsoft certifications with extensive practical experience of configuration, installation and maintenance of several civilian- and military communications and IT systems. Currently seeking a new, challenging opportunity within the IT Security sector so that existing skills can be honed and new skills acquired in a forward-thinking organisation that values integrity and inclusion.

WORK EXPERIENCE

2016 – Present | **Information and Communications Technology (ICT) Engineer** *Company*

* Installed and maintained ICT systems, networks and data products
* Delivered productive first-, second- and third-line support to customers, investigated and resolved queries/requests on a variety of technical issues and problems
* Assessed, evaluated and implemented the most appropriate solution and course of action for customers within service-level agreement (SLA) timescales
* Liaised and collaborated with third party companies and suppliers when required to provide ICT Support to customers
* Configured, installed and maintained Dell server hardware, SANs, workstations and laptops including applying images and installing customers’ LOB software
* Configured, installed and maintained VMware ESXi and Microsoft Hyper-V virtualised environments
* Carried out Active Directory and Exchange Server administration on a daily basis: created, modified and deleted user accounts/mailboxes/organisational units, user shares, permissions and group policies
* Provided support and troubleshooted problems relating to various Microsoft Desktop and Server OS and software applications including Office 2010 to 2019, as well as 365
* Configured, installed and managed backup servers, Sophos UTMs, Sophos antivirus, server updates, iDRAC configurations and firmware updates
* Travelled to customer sites for installations and troubleshooting.

2009 – 2016 | **Communications Systems Engineer** *Company*

* Responsible for the installation, operation and maintenance of Military CIS capabilities including LANs, WANs and WLANs
* Provided first-, second- and third-line support to over 70 users in terms of desktops, networks and servers
* Solved complex issues and enabled the secure exchange of mission-critical and often top-secret information
* Administered and provided specialist communications and IT equipment including classified information and cryptographic material to guarantee Operational Capability is delivered.

2003 – 2009 | **Various Roles** *Company*

* Completed the longest, most demanding infantry training anywhere in the world
* Worked under constant pressure while fulfilling various roles that were often in challenging environments (deployed operationally to Afghanistan and Iraq)
* Gained experience in working within close-knit teams as well as large, diverse groups, as well as leadership experience due to being appointed leader of operations in Iraq.

CERTIFICATIONS

January 2021 | **CompTIA PenTest+** | CompTIA

November 2020 | **Certified Ethical Hacker (Master & Practical)** | EC-Council

February 2020 | **Sophos Certified Architect** | Sophos

March 2016 & February 2018 | **Microsoft Solutions Associate – Windows Server 2012 & 2016** | Microsoft

June 2015 | **Microsoft IT Professional – Enterprise Administrator on Windows Server 2008** | Microsoft

November 2014 | **ITIL Foundation** | AXELOS

July 2013 | **Microsoft IT Professional – Server Administrator on Windows Server 2008** | Microsoft

July 2013 | **Microsoft Solutions Associate – Windows Server 2008** | Microsoft

EDUCATION

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| --- | --- | --- |
| 2021 | **ITonlinelearning Ltd.**  CompTIA PenTest+ | 2015 | **Bermuda Triangle University**  Foundation in Science | 2003 | **Hogwarts University**  Bachelor of Science (BSc) in Applied Computing |

SKILLS

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| **Hard Skills** | **Soft Skills** | **Technical Skills** |
| * Backup Systems * Windows Server 2000 to Server 2019 * Cisco Routers & Switches * Antivirus * Encryption * Security * PC Hardware & Peripherals * Maintenance * Project Management * File & Print Services * Virtualisation | * Organisation * Teamwork * Critical Thinking * Written and Verbal Communication * Reliable * Problem-Solving * Working Under Pressure * Adaptable * Determined * Integrity * Strong Work Ethic | * Active Directory * Group Policies * Microsoft Desktop OS * Windows XP/Vista/7/8/10 * Office 2003 to 2019 * Office 365 * Ghost/Acronis Imaging * ISCSI * Exchange * DNS, DHCP, RDS * Powershell * WSUS, WDS |

HOBBIES & INTERESTS

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| * IT developments | * Photography |
| * Football | * Travel & holidays |

REFERENCES

Available Upon Request.