Joy Carter

Technical support executive CV template

AREAS OF EXPERTISE

IT Technician

Network Administrator

Network Security Administrator

Data communication

Mobile communication / Wireless

TCP/IP

Firewalls

LAN / WAN

VLANs

PROFESSIONAL

Windows 2000 Server

Windows 2003 Server

Exchange

PERSONAL SKILLS

Multilingual

Friendly personality

PERSONAL DETAILS

Joy Carter
Dayjob Ltd
120, Vyse Street, Birmingham
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DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Hands on knowledge and experience of the maintenance and support of computer systems and networks of both small and large departments. As well as the planning and practical implementation phases of various network & security projects. Previously held responsibility for ensuring the security of stored information and also for the installation of new hardware and software and in preventing illegal alterations, damage, or disclosure of information. Valuable experience of planning, co-ordinating and controlling the security measures for information systems to regulate access to computer data files.

Easy going by nature, willing to work shifts and able to get along with both work colleagues and senior managers, currently looking for a starting position as a IT Technician or Network Administrator.

WORK EXPERIENCE

Support & Maintenance Company - London
TECHNICAL SUPPORT EXECUTIVE   April 2008 - Present

Ensuring user notification of maintenance requirements and system availability. Maintaining confidentiality with regard to the information being processed and also providing on-the-job training to new department staff members.

Duties:
- Maintenance of email and network security systems
- Front Office Interfaces and Data Provision / Delivery
- Administering Network Workstations
- Firewall administration
- Responsibility for company IT security
- Providing telephone and desktop support
- Forecasting any needed technical improvements
- Budgeting for and implementing any changes
- Maintain site licenses for department/organization
- Produced informative, well-organized presentations to senior management
- Applying cryptography to network applications
- Backup and disaster recovery plans

KEY SKILLS AND COMPETENCIES

- Prioritising and managing many open cases at one time.
- Testing and evaluating new technology.
- Responding within agreed time limits to call-outs.
- Communicating technical information to non-technical personnel.
- Knowledge of UNIX, Software Simulation etc.
- Data communication / Mobile communication.

ACADEMIC QUALIFICATIONS

MSc   Computer Networks & Security
Nuneaton University   2005 - 2008

A levels: Maths (A) English (B) Technology (B)
Coventry Central College   2003 - 2005

REFERENCES – Available on request.