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# **Summary**

Technical Support Engineer with a lifelong passion for computing and robust troubleshooting experience, combining deep technical support expertise with hands-on programming skills. Proven track record in Tier 2/3 support for software platforms, with demonstrable programming knowledge through open-source contributions and personal projects. Experienced in bug identification, technical documentation, and cross-team collaboration. Strong analytical problem-solving abilities with a passion for continuous learning and developer-focused solutions.

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# **Experience**

## September 2023 - PRESENT

### Daxtra Technologies **-** *Technical / Application Support Engineer*

* Provide Tier 2/3 technical support for enterprise software platforms, diagnosing complex issues and collaborating with engineering teams
* Identify and document software bugs, working closely with development teams to implement fixes and improvements
* Maintain and develop internal Bash, Python, and Perl scripts, contributing to automation and efficiency improvements
* Create and maintain comprehensive technical documentation, knowledge base articles, and troubleshooting guides
* Collaborate with cross-functional teams (Sales, DevOps, Engineering) to resolve technical issues and enhance platform functionality
* Achieve 50% higher resolution rate than standard through analytical problem-solving and technical expertise
* Train junior team members on technical troubleshooting methodologies and programming best practices
* Work with APIs, databases (SQL, MongoDB), and various programming environments to resolve client issues for both on-prem and cloud-hosted services

##

## August 2008 - September 2023

### ELCAP **-** *Support Worker*

* Working with individuals with complex needs to ensure a high quality of life.
* Communicating effectively with service users, health professionals and managerial staff.
* Working in this environment, new issues and time-sensitive problems arose frequently, requiring on the spot problem solving with no input or support from management.
* As part of a self-managing team I was responsible for the scheduling of support staff and service users, liaising between family, colleagues and other healthcare providers.

# **Skills**

**Technical Expertise**

* **Operating Systems:** Advanced proficiency in Linux server administration (RHEL, Rocky9, Debian, CentOS, and openSUSE), Windows (7-11, Server 2016-2022), and macOS
* **Cloud Services:** AWS EC2, S3, RDS, CloudWatch; VM deployment and management
* **Programming & Scripting:** Bash (advanced), SQL (advanced), Python (intermediate), Perl (intermediate), Node.js (intermediate), Java (intermediate)
* **Network Technologies:** VPN configuration (Wireguard, OpenVPN), RDP deployment, SSH/SCP/GTP, advanced network troubleshooting, server management and investigation, and self-hosting.

**Professional Skills**

* Technical troubleshooting and problem-solving in high-pressure environments
* Clear documentation writing and knowledge base maintenance
* Translating technical concepts for non-technical audiences
* Training and mentoring junior team members
* Client relationship management with emphasis on clear communication

**Tools & Technologies**

* Ticket management systems (OTRS, Jira)
* VOIP systems (PBX and Integrated), and collaboration tools such as Teamspeak, Slack, Teams, and Zoom for both internal and client use
* Ansible for deployment automation, Containerization with Docker, Podman, Proxmox
* Git version control and collaboration
* Nagios, Icinga, Grafana, Prometheus for monitoring solutions.

# **Projects**

* Created system monitoring landing page with SSH/VNC access capabilities using web technologies for my homelab.
* Built CronGUI, a crontab GUI editor in Python to improve user experience for less technical colleagues.
* Setup OpenWrt on my Pi Zero 2 W for added security, as well as home network isolation.
* Configured and maintain a WebDAV server for self-hosting data and note syncing, hosted on a Pi with Apache, alongside a Gitea instance, accessible remotely through a Wireguard VPN. This allowed me to work on my projects and personal tasks on various machines, and while away from home, with additional monitoring using Prometheus and Grafana.
* Currently building a custom NAS with touchscreen interface.

# **Education**

## Ongoing personal development:

### **Currently studying** *- CCNA, Network+, and AWS Certified SysOps Administrator*

## August 2004 - August 2008

### **The University of Dundee** *- Politics and History BA Honors*

## September 2014

### **Scottish Qualification Authority** *- Health and Social Care Level 2 (demonstrates customer service excellence)*