

Stewart Duncan

Hartlepool, UK • +44 7846 429822 • Stewart77444@gmail.com

Profile

Aspiring cybersecurity and software engineering professional with hands-on experience in Python scripting, Linux administration, and penetration testing labs (TryHackMe, OverTheWire, Metasploitable). Strong background in regulated telecoms roles, bringing proven skills in problem-solving, compliance, and stakeholder communication. Currently expanding expertise in networking and ethical hacking, and seeking an apprenticeship or entry-level role to apply technical skills in a structured environment.

Technical Skills

Security & Networking

- Networking fundamentals: TCP/IP, routing, firewalls, VPNs
- Wireshark packet analysis, Metasploitable exploitation
- TryHackMe & OverTheWire CTF challenges

Programming & Development

- Python (automation, scripting, data structures, file handling)
- Object-Oriented Programming (academic + projects)
- Web basics: HTML, CSS

Systems & Tools

- Linux CLI: grep, sed, awk, process management, scripting
- Windows OS administration
- Git & GitHub version control
- CRM & database management

Projects & Self-Learning

- **Python scripting portfolio** – automation scripts (file parsing, text manipulation, log analysis).
- **Cybersecurity labs** – penetration testing basics, privilege escalation, exploitation practice (TryHackMe/Metasploitable).
- **Linux administration** – daily CLI use for system navigation, process handling, and shell scripting.

Professional Experience

Concentrix / Webhelp – Sales & Customer Service Advisor (Remote, 2021–Present)

- Supported customers with technical and account issues across telecoms services in a regulated industry.
- Diagnosed problems, explained solutions clearly, and resolved complex queries under time pressure.
- Mentored new starters on systems, compliance, and troubleshooting.
- Consistently met/exceeded KPIs, demonstrating resilience and adaptability in high-pressure environments.

Telesales & Customer Service Roles – Bournemouth & Sheffield (2016–2019)

- Delivered sales and account management in high-volume call centres.
- Built transferable communication, negotiation, and problem-solving skills

Education

BTEC Extended Diploma in Software Development (Level 3) – York College, 2013–2015

Triple Distinction ★

GCSEs – Ryedale School & York College

- Chemistry (A), Biology (B), Physics (B), Maths (B), ICT (Pass), plus 5 additional GCSEs B–C

Additional Information

- Willing to relocate anywhere in the UK
- Strong interest in penetration testing, bug bounty methodology, and cybersecurity resilience