Ben Ward

Network Engineer | IT Service Desk

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Cirencester, UK

Profile

I am an IT professional with a strong foundation in network engineering and over 5+ years of IT Service Desk experience, spanning across the finance and insurance sectors. Holding CCNA and Network+ certifications, I am well-versed in networking principles and troubleshooting, offering a valuable blend of technical expertise and customer service skills to deliver effective solutions and support in complex, high-stakes environments. I am returning from a six-month hiatus where I explored the beauty and diversity of Canada, fostering personal growth, gaining valuable life experiences, and recharging for new career challenges.

Experience

Associate Corporate Network Engineer at Hargreaves Lansdown, Bristol

08/2022—04/2023

As a Network Support Engineer at Hargreaves Lansdown, I was responsible for configuring, maintaining, and supporting our network infrastructure that serviced 2000+ colleagues and 1.6 million clients. I collaborated with IT teams, managed security policies, optimized network performance, and utilized various software tools.

Key Duties:

- Firewall policy management for enhanced security.
- Configuration of L2 & L3 switches and F5 LTM.
- Network patching for equipment and data centers.
- Incident resolution through network traffic analysis.
- Administration of Zscaler's Zero Trust solutions.
- Utilized networking software tools like SolarWinds, Infoblox, F5 BigIP, Checkpoint, and Juniper.
- Supported AV equipment throughout the company.
- Worked with third-party contractors for equipment installations.

IT Service Desk Analyst at Hargreaves Lansdown, Bristol

12/2018—08/2022

As an IT Service Desk Analyst at Hargreaves Lansdown, I provided efficient first-line support to approximately 2000 users. My role included actively participating in new system roll-outs and maintaining a professional and customer-focused approach.

Key Duties:

- First-line technical support via telephone, email, and face-to-face
- Managing support tickets using ServiceNow.

Certifications

Cisco Certified Network Associate
01/2021—01/2024

CompTIA Network+
12/2020—12/2023

Zscaler Certified Cloud Administrator - Internet Access
09/2022—06/2025

BCS Business Process + Coding and Logic Level 3

Currently working towards Cisco Certified CyberOps Associate

Skills

Solarwinds
InfoBlox
Checkpoint
F5
Zscaler (ZIA/ZPA/ZDX)
Juniper
Azure
Active Directory
Exchange
Defender
ServiceNow
VMWare Horizon
Citrix

Links

LinkedIn

- Contribution to new system and software deployments.
- Supporting both Windows and MacOS devices.
- Documenting processes and solutions.
- Collaborating with 2nd and 3rd line teams for issue resolution.
- Administering a wide range of systems, including Active Directory, Microsoft Azure, VMWare Horizon, Exchange Online, and Defender

Infrastructure Technician Apprentice at Marsh Corporate, Bristol

10/2017–11/2018

As an Infrastructure Technician Apprentice at Marsh Corporate, I provided first-line support for several thousand users across the UK, handling inquiries related to desktops, laptops, and peripherals. I also engaged in second-line tasks, including server administration and site infrastructure migrations.

Key Duties:

- First-line technical support through various channels.
- Efficient ticket management.
- Contributing to site infrastructure migrations.
- Developing PC images for streamlined setups.
- Administering Microsoft Exchange and Citrix desktops.
- McAfee ePO administration .
- Handling stock management and disposal.
- Setting up new users in Active Directory.
- Working within tight SLAs to ensure prompt service.

Education

A-Level - Computing, Electronics, Maths, Physics, Cirencester College

09/2015–07/2017

GCSE - 9 Grade A-C, Royal Wootton Bassett Academy

09/2010–08/2015