




# George Broughton

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Contact Info

## Profile

I am a highly motivated young professional with over 10 years experience in various IT roles. During my career I have been involved in development work; computer repair; first, second and third line support roles; IT Service Delivery and Robotic Process Automation.

## Soft Skills

ITIL 4  
Continual Service Improvement  
Customer Management  
Stakeholder Management

Incident Management  
SLA and KPI Adherence  
Reporting  
Value-Stream Mapping

Agile Methodologies  
DevOps Practices  
LEAN Principles

## Core Skills

Automation  
Windows Server 2000 - 2019  
Linux (RHEL/CentOS/Fedora)  
Virtual Desktop Infrastructure

Virtual Machines  
Application Containers (Docker)  
Network Infrastructure  
Storage Area Networks

Telephony Infrastructure  
Microsoft 365  
ServiceNow  
Assyst

## Languages

Powershell  
Batch  
Bash / Shell  
Python

C++  
SQL  
PHP  
HTML

CSS  
Javascript  
LaTeX this document was written in it  
Markdown

## Experience

### IT Consultant

Freelance

Apr 2022 → Present

#### Overview

Over the last year I have been providing freelance services in a range of specialisations. This includes the configuration of software, assistance with the installation of specialised hardware and the development of automation solutions to optimise complex processes.

#### Key Responsibilities

Automation  
Customer Support

DevOps  
Web Hosting

Network Infrastructure  
Telephony Infrastructure

#### Achievements / Projects

- Following thorough research, I created a custom chat bot for a popular social media platform
- Developed a custom tool for transcoding video to aid a client's workflow
- Learnt how to set up a PBX and write custom Asterisk AGI scripts for automatic call routing and messaging

## **Technical Services Engineer (3rd Line)**

Fujitsu Services

Aug 2020 → Apr 2022

### **Key Responsibilities**

- Microsoft 365
- Automation
- SLA and KPI Adherence
- Deployment of cloud software (Microsoft Office 365 & Microsoft Teams)
- Communicating service updates with major incident management
- Management of complex incidents

### **Achievements / Projects**

- Received a personal thanks letter from a client director after holding bi-weekly meetings with their team to help them through a complex permissions issue with their SharePoint site
- Automated the rollout of fixes to widespread issues that required end-user interaction, to the point it needed near-zero interaction from us

## **Customer Service Technician (1st Line)**

Kelly Services → Fujitsu Services

Oct 2017 → Aug 2020

### **Key Responsibilities**

- Logging and diagnosing IT incidents from Email, Webchat & Telephone
- Maintaining Virtual Desktop Infrastructure
- SLA and KPI Adherence
- Maintaining a wide variety of bespoke software
- Knowledge Management
- Managing sensitive information
- Management of complex incidents
- Solving complex challenges with new services
- Data analysis for optimising service desk operations
- Training and supporting new starters

### **Achievements / Projects**

- Wrote a program for disaster recovery & manual incident logging
- Wrote a program for communicating major incident updates to the wider business and stakeholders
- Learnt Powershell in under a week while on the bus home to achieve the above projects

## **Hobbies / Interests**

In my spare time I enjoy challenging myself by learning about and implementing new technologies. I buy enterprise networking & server hardware from recyclers, sometimes obscure hardware, that I will initially not know how to use and experiment with it until I do. I do the same with programming and electrical engineering.