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	Incident Management	Agile Methodologies
Continual Service Improvement	SLA and KPI Adherence	DevOps Practices
Customer Management	Reporting	LEAN Principles
Stakeholder Management	Value-Stream Mapping	

🔧 Core Skills

Automation	Virtual Machines	Telephony Infrastructure
Windows Server 2000 - 2019	Application Containers (Docker)	Microsoft 365
Linux (RHEL/CentOS/Fedora)	Network Infrastructure	ServiceNow
Virtual Desktop Infrastructure	Storage Area Networks	Assyst

⌨️ Languages

Powershell	C++	CSS
Batch	SQL	Javascript
Bash / Shell	PHP	LaTeX this document was written in it
Python	HTML	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	DevOps	Network Infrastructure
Customer Support	Web Hosting	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.