

# 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.

## Core 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  
Microsoft 365  
Windows Server  
Linux

Virtual Desktop Infrastructure  
Virtual Machines  
Application Containers  
Network Infrastructure  
Storage Area Networks  
Telephony Infrastructure  
Automation

## Ticketing Systems

ServiceNow

Assyst

## Languages

Powershell  
Batch  
Bash / Shell  
Python

C++  
SQL  
PHP  
HTML

CSS  
Javascript  
LaTeX this document was written in it  
Markdown

## Current Status

Freelance Development / Support  
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
- Learned how to set up a PBX and write custom Asterisk AGI scripts for automatic call routing and messaging

## **Previous Experience**

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

Fujitsu Services

Aug 2020 → Apr 2022 (1 year, 9 months)

#### **Key Responsibilities**

- Diagnosing faults with 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 (2 years, 11 months)

#### **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.