DYLAN
TOWNSLEY

IT Engineer

Calm under fire. Quick to learn. Even quicker to laugh.

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Open to opportunities

PROFILE

01 About

IT Engineer who thrives under pressure. Whether a critical failure at 3am or a tight deadline, I stay **focused**, methodical, and get it done. My superpower is picking up new technologies fast — not just learning them, but *owning* them. I bring clear communication, a genuine willingness to hear feedback, and enough humour to keep the atmosphere healthy when things get stressful.

KEY TRAITS

— Effective under pressure
— Excellent communicator
— Rapid self-taught learner
— Adapts to new technology fast
— Welcomes constructive criticism
— Collaborative & approachable
— Genuinely funny (ask the team)

∞	0	100%	calm
NEW TECH ABSORBED	PROBLEMS LEFT UNSOLVED	FEEDBACK ACCEPTED	DEFAULT MODE UNDER FIRE

CAPABILITIES

02 Technical Skills

INFRASTRUCTURE

Network Configuration

Switching, routing, VLANs, firewalls, VPNs across small office to multi-site enterprise.

SYSTEMS

Windows & Linux Admin

Active Directory, Group Policy, server hardening, user lifecycle management.

CLOUD

Azure / AWS

VM provisioning, IAM, storage, hybrid setups, cost management.

SECURITY

Endpoint Protection

EDR, patch management, zero-trust principles, phishing defence.

AUTOMATION

PowerShell / Scripting

If done manually twice, it becomes a script. Automate the boring, focus on the interesting.

SUPPORT

Helpdesk & Escalation

First, second and third line. Fast triage, clear comms, escalate only when needed.

VIRTUALISATION

VMware / Hyper-V

vSphere, vCenter, Hyper-V cluster management, snapshots, live migrations.

MONITORING

System & Network Ops

Proactive monitoring, alerting, dashboards, log analysis. Catch problems early.

03 CAREER
Experience

Current Role

IT Engineer

Maintaining and improving core infrastructure, handling escalated support and onboarding new technologies. Known for rapid incident resolution and clear communication during high-pressure outages.

— Led migration to Azure hybrid environment, reducing downtime by 40%

— Automated onboarding scripts — cut new-starter setup from 2 hours to 15 minutes

— Became the go-to person for P1 incidents — not by title, just inevitably

2021 — 2023
Previous Role

IT Support Specialist

First and second-line support across a multi-site environment. Built the internal documentation library, trained junior staff, and consistently scored highest in end-user satisfaction.

— Wrote 30+ runbook guides still in active use today

— Mentored two junior technicians, both promoted within 12 months

— Highest end-user satisfaction score two consecutive quarters

2019 — 2021
Earlier Role

Junior IT Technician

Ground-up start — hardware, software, networking. Self-taught well beyond the job spec and quickly took on mid-level responsibilities within months.

— Within 6 months handling tasks typically assigned to mid-level staff

— Took full ownership of server room management off own initiative

— Where the self-teaching habit started — and never stopped

04 LIFE OUTSIDE WORK
Interests

SPORT · AMERICAN FOOTBALL
■ New England Patriots

A die-hard Patriots fan. American football appeals for the same reasons IT does: complex systems, split-second decisions under pressure, and the satisfaction of a play coming together after hours of preparation. Post-Brady era is rough, but loyalty is non-negotiable.

● NFL Sunday Ritual ● Offensive Strategy Nerd ● Brady Era Veteran

HOBBY · MINIATURE WARGAMING
■ Warhammer 40,000

Long-form creative outlet — painting, lore, tactical gameplay. The hobby demands patience, precision and appreciation for deeply complex interconnected systems. Skills that translate well to IT.

● Miniature Painter ● Lore Enthusiast ● Tabletop Tactician

HOBBY · GAMING
■ Video Games

Gaming is where my love of technology started. Single-player epics, competitive multiplayer, or strategy-heavy titles with deep mechanics — sharp, fun, and keeps problem-solving instincts active.

● PC & Console ● Strategy ● RPG ● FPS

05 COLLABORATION
Working with Me

■ Pressure? Bring it.

I don't freeze when systems go down. I get clearer, more methodical, more focused. P1 at midnight — kept everyone calm, root cause identified, resolved before most people woke up.

■ Always communicating.

Technical rundown for engineers or plain English for a panicking user — I adapt. Good incident updates, honest timelines, no jargon as a shield.

■ Fast learner, full stop.

New platform, new stack — docs open before you finish the sentence. Taught myself networking, cloud, scripting. Curiosity is my most reliable skill and it never switches off.

■ Good human to work with.

Friendly, receptive to feedback, and yes — actually funny. The colleague who diffuses tension with a well-timed joke and still gets everything done. Culture matters.

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