# Jason Harvey

Chatham, UK

Phone: 07808 855764

Email: Jasonmariakieran@gmail.com

Portfolio: https://jasonharvey.w3spaces.com/

LinkedIn: www.linkedin.com/in/jason-harvey-44574791

## Professional Summary

Experienced IT Helpdesk Analyst with over 10 years in call center environments. Skilled in providing technical support, resolving customer issues, and using various IT service management tools. Strong communicator with a track record of delivering excellent customer service across diverse industries.

## Skills

- Technical Support: Password resets, account management, hardware troubleshooting

- Software: Microsoft Office Suite, ServiceNow, SolarWinds

- Communication: Public-facing customer service, complaint resolution

- Strong Linux experience Using Kali and Ubuntu.

- IT Knowledge: PC networking, basic hardware understanding

- Cloud Computing: Proficient in writing and deploying websites on AWS

- Cybersecurity:

- Implementing WAZUH for enhanced system security and log analysis

- Setting up Active Directory environments for testing and security analysis

- System Administration: Experience with virtualization and Windows Server environments

- Programming: Strong foundation in Python and JavaScript

- Web Development:

- Created personal portfolio websites:

- [Professional CV Website](https://jase142.github.io/cv/)

- [Project Showcase](https://jase142.github.io/Jason/)

- [Travel Blog](https://jase142.github.io/Spain/)

- Developed a web application using HTML and Python

## Current Focus

- Deepening knowledge of AWS services and cloud architecture

- Mastering SQL database management and connectivity

- Advancing cybersecurity skills:

- Setting up and managing Active Directory in a virtual environment

- Planning to conduct penetration testing using Bloodhound

- Continuing to explore log analysis and system hardening techniques

## Work Experience

### Junior IT Helpdesk Engineer

Cantium | October 2023 - February 2024

- Provided first-line support for Kent County Council staff

- Resolved issues related to password resets, account unlocking, Microsoft Teams, and Outlook

- Used ServiceNow for ticket management and SolarWinds for network monitoring

- Escalated complex issues to second-line support as needed

### IT Helpdesk Analyst

Nuffield Health | September 2021 - August 2023

- Supported hospital and gym staff with various IT issues

- Handled password resets, printer troubleshooting, and network connectivity problems

- Used remote desktop software to diagnose and resolve PC issues

- Managed tickets using ServiceNow and monitored network status with SolarWinds

### Call Centre Associate

Agilisys (Kent County Council) | June 2019 - June 2021

- Managed inquiries related to Blue Badges and education services

- Guided applicants through application processes and provided advice

- Created administrative tasks and escalated complex queries

### Call Centre Associate

Conduit Global | May 2017 - March 2019

- Worked on NHS 111, assessing patients' needs

- Managed NHS Telephone appointments, booking and amending as required

## Education and Certifications

Python Essentials Cisco 1 July 2024

Prompt Engineer for AI Applicatons –Alison July 2024

Fundamental AI Concepts July 2024

- Endpoint Security, Cisco | January 2024

https://www.credly.com/users/jason-harvey.c42f2fb1

- Lets Defend | September 2023

= SOC Member, Wireshark Expert, Malware Analyzer, Dynamic Analyst, Lab Builder, Protocol Engineer

- Security Blue Team Courses | August 2023

- Introduction to Network Analysis, OSINT, Digital Forensics, Dark Web Operations, Threat Hunting, and Vulnerability Management

- CompTIA A+ Certification, Computeach | July 2012

- NVQ Level II in Call Centre Operations, Swale Heating (accredited by Mid Kent College) | 2010

- NVQ Level II in Business Administration, Firlands Training | 1998

- Access to Computers, Mid Kent College | 1997

References available upon requestReferences available upon request