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## PERSONAL PROFILE:

I'm a versatile and security-focused IT professional with over 4 years of hands-on experience across cybersecurity, IT operations, and web development. I specialise in implementing security frameworks, maintaining critical infrastructure, and supporting both in-house and remote-first teams.

Currently working as IT Manager at Health Academy, I lead all core systems including Google Workspace administration, WordPress-based learning platforms, and endpoint protection. I've successfully delivered Cyber Essentials certification, and I'm now spearheading efforts to achieve ISO/IEC 27001 compliance, while managing incident response, business continuity, and disaster recovery planning.

I'm also studying towards an MSc Level 7 in Digital & Technology Specialist – Cyber Security Pathway (completion: April 2027), with a strong focus on penetration testing, ethical hacking, and risk governance. My technical growth includes tools like Kali Linux, Wazuh (SIEM), and scripting languages such as Python, Bash, and PHP.

I bring a unique blend of practical experience, technical leadership, and self-directed learning. I'm now looking to apply my skills in cybersecurity engineering, technical consultancy, or remote-first roles that offer flexibility, innovation, and long-term career growth.

## SKILLS & ACHIEVEMENTS:

### Programming & Scripting

Proficient in HTML, CSS, JavaScript, Python, and PHP - currently learning C, C#, C++, and MySQL (intermediate). I build automation tools and custom scripts that solve real-world problems and improve operational efficiency.

### Development Tools & Environments

Experienced with Git (incl. Git Bash), Linux environments, WordPress, Magento, and version control platforms like GitHub, GitLab, and Bitbucket. Confident in terminal-based workflows, Vite, React 18, and TypeScript for modern web application development.

### Frontend & UI Technologies

Skilled in Tailwind CSS, shadcn/ui, Radix UI, Lucide React, and CSS variables to build responsive, accessible interfaces. Comfortable with React Router DOM and modern theming systems.

### State Management & Validation

Currently learning TanStack React Query, React Hook Form, and Zod to develop scalable, validated forms and manage server state effectively. Exploring libraries like date-fns, Recharts (data visualisation), Sonner (toast notifications), and utility tools such as clsx, tailwind-merge, and class-variance-authority.

### Cybersecurity & Compliance

Implemented Wazuh (SIEM) and ClamAV for real-time threat monitoring and endpoint protection. Authored internal cybersecurity policies and am leading our ISO 27001 implementation. Practical

experience with Kali Linux, vulnerability scanning, penetration testing, and digital forensics. Actively preparing for OSEP and completing the Full-Stack Pentesting Lab.

### **Web & App Development**

Built and maintained secure, scalable WordPress websites with custom themes, WooCommerce, and plugin development. Automated deployment workflows using .yaml scripting. Currently building a Flutter-based maths app and a Three.js-based visual project.

### **Testing & QA**

Experienced in manual testing under Agile and Waterfall methodologies. Skilled in API testing using Postman and database validation using MySQL Workbench. Known for detailed bug documentation, test case coverage, and QA support.

### **System Administration & Networking**

Managed Windows Server and Linux-based systems. Configured and maintained VPNs, LAN/WAN networks, firewalls (Draytek, Bitdefender), and administered Google Workspace. Wrote automation scripts for backups, system patching, and endpoint monitoring.

### **IT Operations & Support**

Provided end-to-end technical support for remote and hybrid teams. Led efforts in uptime monitoring, infrastructure optimisation, and IT ticket resolution. Developed scalable IT support practices that reduced downtime and improved system health.

### **Continuous Learning & MSc**

Currently pursuing an MSc in Digital & Technology Specialist (Cyber Security Pathway) with a goal of graduating with distinction by April 2027. Studying towards ISO 27001 Lead Auditor, the Google Cybersecurity Certificate, and Offensive Security's OSEP. I continuously apply new knowledge in both my role and personal projects to stay ahead of evolving technology landscapes.

## **WORK EXPERIENCE:**

### **IT Manager – Health Academy (January 2024 – Present)**

I lead the end-to-end digital infrastructure for Health Academy, wearing multiple hats across IT management, cybersecurity, web development, internal support, and policy creation. I support a team of 9 staff and freelance clinicians, ensuring all systems are secure, efficient, and scalable.

#### **Key Contributions & Responsibilities:**

- **Cybersecurity Leadership:** Implemented Wazuh (SIEM) for real-time threat monitoring and ClamAV for endpoint protection. Authored internal cybersecurity and data protection policies, leading the organisation through **Cyber Essentials** and preparing for **Cyber Essentials Plus** and **ISO 27001** certification.
- **WordPress Development & Security:** Maintain multiple production websites running **WooCommerce** and **LearnDash**. Conducted custom plugin coding, server hardening, security patching, and automated backup systems to support high availability and uptime.
- **DevOps & Deployment:** Built a three-tier development pipeline (**dev-stage-live**) using Git-based workflows and caching/CDN systems to improve deployment speed, reduce bugs, and support CI/CD adoption.
- **Helpdesk & Internal Support:** Design and maintaining custom **Google Forms-based IT helpdesk** system to streamline technical issue reporting and triage. Personally manage hardware/software issues and onboarding processes.
- **Google Workspace Administration:** Manage all user accounts, permissions, and group policies across **Google Workspace**, ensuring secure access and smooth collaboration.

- **Business Continuity & Risk Mitigation:** Introduced a disaster recovery (DR) strategy including automated backup scripting and cloud asset logging to maintain operational resilience.
- **Strategic Planning:** Advise directors on infrastructure upgrades, technology procurement, and long-term cybersecurity strategy, balancing budget with innovation.

#### Software Tester – ParcVu (July 2023 – December 2023)

Worked as a **manual QA tester** across multiple platforms, contributing to the stability and usability of core systems through rigorous testing and collaboration with cross-functional teams. Played a key role in delivering tested features to clients across diverse European markets.

##### Key Contributions & Responsibilities:

- **Testing Methodologies:** Executed manual testing within both **Agile** and **Waterfall** environments, designing test plans and cases for web-based platforms with high attention to edge cases and user journeys.
- **API & Database Testing:** Utilised **Postman** for API validation and **MySQL Workbench** for data layer testing, ensuring seamless backend/frontend integration and functional accuracy.
- **Bug Reporting & Defect Management:** Logged bugs in the internal issue tracking system (**The Beast**), using clear, concise, and replicable documentation to support rapid developer resolution and reduce regressions.
- **Internationalisation & Compliance:** Tested across **ParcVu, Tempo, and Plot** platforms, implementing **localisation testing** for various European markets, and ensuring alignment with **GDPR** and regional standards.
- **UI/UX Feedback:** Provided actionable feedback on **user interface improvements**, performance bottlenecks, and feature inconsistencies—enhancing usability and customer satisfaction.
- **Cross-Team Collaboration:** Worked closely with **developers, designers, and project managers** to align test objectives with business goals and ensure timely delivery of high-quality releases.

#### IT Technician and Developer – Aston Berkeley (January 2023 – July 2023)

Provided end-to-end technical support across infrastructure, systems administration, and WordPress development. This hybrid role combined hands-on IT operations with custom website enhancement, contributing directly to performance, security, and business continuity improvements.

##### Key Contributions & Responsibilities:

- **Systems Administration:** Managed **Windows Server environments**, performed **routine updates**, and ensured patch compliance and optimal uptime through proactive performance monitoring.
- **WordPress Development:** Built and maintained custom **WordPress websites**, incorporating **PHP, HTML, and CSS** edits for better user experience, visual consistency, and plugin functionality.
- **Network Security:** Configured and monitored **Draytek firewalls** and VPN systems to protect internal infrastructure; helped strengthen perimeter security and system access control policies.

- **Monitoring & Support Tools:** Used **Shadow Control** and **Naverisk** for remote management, daily system health checks, and issue resolution—reducing downtime and enabling proactive IT support.
- **Technical Troubleshooting:** Delivered **hardware/software diagnostics**, installed updates, and improved network reliability for on-site and remote staff. Ensured business-critical systems were consistently supported and secure.
- **Operational Improvement:** Recommended and implemented **workflow automation** improvements to reduce repetitive tasks and streamline IT operations.

#### Junior Developer – Yoma (July 2021 – December 2022)

Contributed to full-stack development and system optimisation for multiple client-facing **Magento** and **WordPress e-commerce platforms**. Focused on performance, automation, and backend configuration to enhance user experience and streamline workflows.

##### Key Contributions & Responsibilities:

- **E-commerce Development:** Maintained and updated Magento and WordPress sites, ensuring smooth backend operations and plugin compatibility. Enhanced checkout flows, product displays, and inventory features.
- **Frontend Enhancements:** Delivered custom **HTML and CSS** edits to create responsive, mobile-optimised designs tailored to client branding and user behaviour.
- **Python Automation:** Wrote **Python scripts** to automate SKU searches and sync product data—dramatically reducing manual data entry and improving product catalog accuracy.
- **Version Control & Collaboration:** Used **Git** for versioning and project collaboration across dev teams. Managed Git branches and commits to ensure smooth feature rollouts and rollbacks.
- **Linux Server Management:** Executed Linux terminal commands for server operations and troubleshooting, contributing to improved deployment reliability and system scalability.
- **Performance Optimisation:** Analysed site speed, optimised asset delivery, and reduced load times across multiple domains—leading to improved UX and SEO rankings.
- **Agile Workflow:** Worked in an agile environment, contributing to sprint cycles, ticket resolution, and regular code reviews.

#### Covid-19 Tester – Compass Group UK & Ireland (October 2020 – June 2021)

Contributed to national COVID-19 response efforts in a frontline testing role, maintaining hygiene, safety, and public service standards during a critical period.

##### Key Contributions & Responsibilities:

- **Test Support & Public Interaction:** Guided individuals through testing procedures, ensuring comfort, compliance, and clarity in high-pressure situations.
- **Health & Safety Compliance:** Maintained sanitation protocols per **NHS and Public Health England (PHE)** guidelines, upholding sterile environments.
- **Site Setup & Logistics:** Assisted with PPE distribution, **traffic coordination**, and on-site station configuration for efficient test site flow.
- **Dependability Under Pressure:** Delivered consistent performance during peak demand, demonstrating reliability, composure, and accuracy.

### **General Labourer – Flanagans (January 2020 – June 2020)**

Supported construction site operations by contributing manual labour and assisting tradespeople with day-to-day tasks.

#### **Key Contributions & Responsibilities:**

- **Material Handling:** Loaded, unloaded, and transported materials to various job sites in a timely and organised manner.
- **Hands-On Support:** Assisted with **joinery, painting, and demolition** tasks, gaining practical trade exposure.
- **Site Maintenance:** Ensured cleanliness and safety of working areas, proactively identifying and eliminating hazards.
- **Team Productivity:** Maintained punctuality and work ethic, helping to keep projects on schedule and on spec.

### **KFC Team Leader (March 2019 – December 2019)**

Led daily kitchen operations in a fast-paced food service environment, balancing team management, hygiene compliance, and customer satisfaction.

#### **Key Contributions & Responsibilities:**

- **Staff Supervision:** Trained and managed a team of up to 5 on **customer service**, food prep, and shift responsibilities.
- **Operational Oversight:** Managed order flow, shift schedules, and daily **cash reconciliation** procedures.
- **Hygiene & Quality Control:** Maintained top-tier food safety practices, consistently passing internal quality audits.
- **Peak Efficiency:** Delivered fast and accurate service during high-traffic hours, modelling calm and proactive leadership.

### **Dog Trainer Business – Jakarta (March 2015 – September 2018)**

Founded and operated an independent dog training business focused on behavioural rehabilitation and community engagement.

#### **Key Contributions & Responsibilities:**

- **Business Owner & Trainer:** Specialised in training and rehabilitating abused dogs using structured positive reinforcement methods.
- **Marketing & Outreach:** Grew business organically via **Instagram** and local partnerships, building a consistent client base.
- **Operations Management:** Oversaw **scheduling, invoicing**, and client communication for smooth daily operations.
- **Custom Training Programs:** Delivered tailored behaviour plans, improving **animal trust**, obedience, and long-term welfare outcomes.

## Education

### **MSc Digital & Technology Specialist (Cyber Security Pathway)**

Northumbria University | Expected Completion: April 2027

### **Software Development Technician – Level 3 Apprenticeship**

Completed: October 2022 – Pass

### **BSC Level 3 Certificate in Programming – Grade B**

Completed: December 2021

### **BSC Level 3 in Software Development Context and Methodologies – Grade B**

Completed: September 2021

### **Thornleigh Salesian College (GCSEs)**

Completed: 2013

## HOBBIES & INTERESTS:

- Building Projects & Automating Workflows
- Ongoing Learning & Technology Exploration
- Tech Community Engagement
- Staying Current with Industry Trends
- Gaming & Competitive Play
- Playing Sports & Working Out
- Reading Comics & Graphic Novels

*References available on request.*