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| **Leon Wheeler**  Leonwheeler08@gmail.com ▪ 07454760923 |

Over 3 years’ experience in supporting medium to large size networks remotely and on-site, experience in customer and technical support.

Summary & Skills

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| I am currently attending the 6-month University of Birmingham Coding Bootcamp where I am studying Full Stack Web Development. This includes HTML, CSS, JavaScript, frameworks such as jQuery and React, Node.js, express.js, MYSQL, and Mongo DB. Also using version control with GitHub and maintaining project issues and collaborative working.  I have experience working in a technical team for nearly 4 years, using ticket management and documentation systems such as Zendesk and Connectwise. I am able to communicate with clients over email, phone, and face to face about technical projects in an understanding manner, and I am always open to questions that I answer confidently to the best of my ability. Some of these projects have transferrable skills where I was working with and maintaining DNS records, networks, IIS, and servers and infrastructure in Microsoft Azure.  Listed Skills:   * HTML ● Collaborative Projects * CSS ● Version Control with GitHub * JavaScript ● Website Design (Adobe XD) * jQuery * Node.js   LinkedIn: <https://www.linkedin.com/in/leon-wheeler/>  GitHub: <https://github.com/Leon3005>  Portfolio: <https://leon3005.github.io/Personal_Portfolio/>  **Projects**    **Samplify**  Samplify is the first project that I built from the ground up and is mobile compatible. It uses 2 different third-party API’s, from Genius and YouTube. It allows users to search for a song or song lyrics using the animated search bar and presents the user with the top 6 matching results from Genius. They can then click on the artwork of the song and be presented with the samples used in that song with embedded YouTube players, a link to the lyrics, an apple music preview, and the release date. If the song does not have a sample, the user is presented with a modal with the apple music player.  It was built using HTML, CSS, JavaScript and jQuery. As this was a group project I had to work and communicate in a team with 3 other people and use GitHub projects and version control to collaborate.  Link to deployed site: <https://leon3005.github.io/samplify-uk/>  Link to GitHub repo: <https://github.com/Leon3005/samplify-uk> |

**Career Experience**

Sharp UK/Complete IT June 2017 - Present

**Level 2 IT Analyst**

* Responsible for Server, Network and security management for multiple customers and internal use such as Upgrading server OS, adding or replacing firewalls, creating backup infrastructure, migration from physical to virtual infrastructure.
* Infrastructure/Email Migration to Microsoft 365, office 365.
* Managing Active directory for security groups, user creation, exchange management, and group policies for centralized control over identity and policies.
* Achieving data Integrity, security and availability by applying necessary security policies, security patches and best practices.
* Email and endpoint security using Sophos on prem as well as cloud.
* Managing remote access and sites with VPNs including protocols such as IPSEC, PPTP, and L2TP.
* Installing, Configuring and managing WatchGuard Firewalls for customers and internal use.
* Managed Top-Level vendor’s WLAN, Access points, Routers and switches.
* Trusted with creating and reviewing Security policies for access control internally and externally using hardening the devices.
* Maintaining security patches, updating and upgrading network devices and operating systems.
* Managing the existing Hyper-V Hosts and VMs including feature such as high availability, clustering, replication, shared storage.
* Manage various NAS devices for customers such as QNAP and Synology.
* Advising customers about Latest IT products and tools to increase business productivities.
* Supporting the helpdesk staff with technical issues related to 1st line and branching into 2nd line issues.
* Managing internal systems and resolving technical issues like OS recovery, office migrations etc.
* Proactively monitoring alerts and critical events using Pulseway, automate, and storagecraft tools.
* Help maintain and share knowledge documentation for customer systems.
* Installations and support for Office 365 applications.
* Monitoring and keeping record of backup jobs daily for multiple customers servers using different software.
* Management of internal server room including servers, switches, firewalls, etc.
* Use of the Zendesk & Connectwise ticketing systems used to log all customer issues and requests with regular documentation.
* Liaising with third parties to discuss software upgrades, installs, issues, and DNS management on behalf of the client.
* Configuration/management of Sharepoint sites. Including migrating data, setting permissions, recovery of documents, and solving sync issues.
* Knowledge of basic printer issues and how to solve them such as print retention, scanning setup, spooling errors, driver mismatch, etc.

Skills gained

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| * Windows Server 2008, 2012, 2016 * Exchange Server 2010, 2013, 2016 * Active Directory * Hyper-V 2012, 2016 * Office 365 & Exchange Online * Azure MDM/Intune * Skype For Business/Teams | * Windows 7, 8 and 10 * Routers & Switches * Firewall (Watchguard) * Backup Management (Veeam, Storagecraft) * GSuite * Helpdesk Management (Zendesk, Connectwise) * Sharepoint |

**Ambitions**

My future ambitions include gaining experience by building interactive projects that I am passionate about whilst using different frameworks and API’s to constantly expand my knowledge of coding. I would also love to be able to apply new things that I learn from working in the industry to these projects and bring in what I learn in my free time to the workplace.

**Education & Credentials**

**Full Stack Coding Bootcamp**, University of Birmingham

**Microsoft Azure AZ-104**

**Infrastructure Technician Level 3**, 3aaa Apprenticeships

**8 B-C GCSE’s, including maths & english,** Dame Elizabeth Cadbury (2011-2016)

**Other:**

Full UK Driving License

References from Sharp UK/Complete IT available upon request.