

**Joe Szolcek**

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## **Professional Summary**

Aspiring IT technician with both CompTIA A+ and Network+ certifications, and several years of customer service. Strong foundation in hardware, software, Office 365, networking fundamentals, troubleshooting, and IT infrastructure support.

## **Certifications & Training**

- **CompTIA Network+ | 2025**
- **CompTIA A+ | 2024**
- **Microsoft Azure Fundamentals (AZ-900) | 2025**
- **ITIL4** – self studied
- **Virtualised Home Lab:** Hands-on experience configuring and managing Windows Server 2022, networking, Active Directory, pfSense, and troubleshooting scenarios.
- **CS50 (Harvard):** Introduction to Computer Science course.
- **Custom PC Building:** Built and upgraded multiple home PC systems.
- **A Levels:** Biology (B), Psychology (C), Economics (C)

## **Skills and Experience**

- **Network Troubleshooting & Support:** Experience diagnosing and resolving network connectivity issues, TCP/IP, DHCP, VLANs, and routing/switching.
- **Customer Support & Service:** Several years experience providing customer support in a law firm handling client queries and liaising with other government bodies and other companies.
- **Infrastructure & Configuration:** Understanding of Active Directory, user management, virtualisation (Proxmox, VirtualBox homelab setups), and hardware maintenance and upgrades (from GPUs to MFDs).
- **IT Security & Firewalls:** Knowledge of VPNs, firewalls, and network security best practices.
- **Monitoring & Documentation:** Exposure to network monitoring tools, ticketing systems, and creating IT documentation.
- **Scripting & Automation:** Interest in learning scripting for automation and efficiency improvements.
- **Collaboration & Problem-Solving:** Strong analytical skills, proactive mindset, and experience working in team environments.
- **Web Development:** Developed basic websites using HTML, CSS, and JavaScript.  
*(Including this one!)*

- **Graphic Design:** Crafted logos in Photoshop tailored to enhance brand identity and leave a memorable impact.

## Previous Professional Experience

### Office Administrator & Customer Support | Braddon & Snow Solicitors | 2013-2019

- Delivered customer support via phone, email, and in-person, ensuring timely issue resolution.
- Provided IT support for office devices and colleagues, troubleshooting minor hardware and software issues.
- Streamlined repetitive tasks, such as contract creation, by creating macros.

### Culinary Chef | Rose's Restaurant | 2020-2024

- Managed high-pressure kitchen operations, worked within a team to deliver consistent quality.
- Developed strong time management, multitasking, and communication skills.

## Interests & Hobbies

- **Networking & Virtualisation:** Experimenting with homelab virtualised setups (Proxmox, Windows Server, pfSense, Jellyfin, Plex, VM's)
- **PC Gaming & Hardware:** Building and optimizing custom PC systems to run new games at highest settings.
- **Website Creation:** Foundational knowledge of HTML5, CSS, JS, SQL.
- **Continuous Learning:** Exploring automation, network security, cloud, and AI.

## Technical Skills

Hardware and software troubleshooting, TCP/IP, DHCP, VLANs, DNS, routing and switching, Windows 11, Active Directory, Office 365, cloud computing, virtualization, VPNs, firewalls, network security, ticketing system, custom PC building, hardware maintenance, imaging, ITIL4, Azure fundamentals, ITIL4 best practices.

Thank you for considering my application. I hope to hear from you soon!