MYLES BOLTON
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A self-taught I.T. professional with experience in selling, designing, implementing, supporting, and troubleshooting IT services. Ability to articulate 'technical' information to 'non-technical' personnel. Self-motivated, tenacious, and disciplined; I have excellent communication and presentation skills at all levels coupled with the ability to establish and maintain excellent customer and internal relationships.

PhionSecurity Ltd – August 2021 to present

Founded PhionSecurity with the aim of making I.T. and Security simple for small/medium sized businesses with no or limited in-house I.T. knowledge/resources.

Director/Owner

- ➢ Engaging with clients to gather their needs and wants for new systems and upgrades such as:
    - o setting up and managing Cloud Services (Azure AD and MS365)
    - o developing custom MSI's and Powershell scripts and then successfully deploying them over Intune/Endpoint.
    - o configuring custom installs of applications, e.g. Firefox
- ➢ Translating customer requirements into costed technical solutions/designs.
- ➢ Proactively inform customers of new products, proposing upgrades and transition paths as appropriate.
- ➢ Working at pace to hand over well documented services successfully to clients.
- ➢ Cover all activities from preparation of quotes/payment plans, contract management, budgeting, planning, and acquiring the correct hardware or resources needed for projects, invoicing and collection.
- ➢ Create a pipeline per quarter, responsible for turnover and margins.
- ➢ Build relationships of trust by providing proactive follow-up, product information and account support via telephone an email.

Achievements: A start-up business, onboarding 3 new contracts within a year.

G.I.S. - Global Initiatives & Solutions – July 2021 to August 2021 / retained as a Contractor to present

A business consultancy encouraging young interns to embrace their individual talents and expand their opportunities.

Global Operations Manager

- ➢ Responsible for the setup and maintenance of resources i.e. Nextcloud, MS360, Azure cloud storage, FTP servers, internal webpages, Slack, Discord, Custom bots for Slack, Discord and Atlassian, e.g. Trello and Confluence.
- ➢ Provided 1-1 and group mentoring on I.T. related topics to the team leads and staff.
- ➢ Created and maintained internal workflows, standards and best practice documentation for the company using Confluence. These included: Standard templates for social media posts. Standard themes for company graphics and fonts. Detailed documentation on how to use internal resources and programs

Achievements: Developed and executed a plan to migrate company personnel from WhatsApp to Google Docs, Zoom Video Conferencing and NextCloud for online storage.

Calon Heart Screening and Defibrillators - March 2022 to present

IT Consultant Contract

- ➢ Supported Azure services - Active directory, Cloud storage and Endpoint/intune
- ➢ Provided remote tech support - Anydesk / windows remote help and Syncro services
- ➢ Provided General PC setup/Maintenance - cleaning and upgrading of computers and Bootcamp/windows config on apple products
- ➢ Conducted Network setup - routing and VLAN setup, Printers and other office equipment.
- ➢ Supported VoIP phones - Hardware phone setup, Teams integration, CRM integration, Wordpess integration, Pbx/server e.g. 3CX/Voipfone
- ➢ MS365 administration

Achievements - Migrating from local-based user authentication to Azure active directory setup and implementing better practices for basic cyber security in the workplace.

J.E. Networks - August 2021 to present

Specialising in game-server hosting and web design.

IT Consultant Contract

- ➢ Responsible for setup and maintenance of infrastructure i.e. Linux based servers and databases, Websites and CRM migrations.
- ➢ Maintaining online Game Server hosting platforms and multiple VoIP solutions.

Achievements: Automated the end-to-end process for procuring online gaming servers reducing the set-up from half day to 20 minutes.

Breachlock – February 2021 to June 2021

Penetration Testing as a Service (PaaS).

Pentester, intern

- ➢ Responsible for Webapp testing utilising Burp Suite, manual testing methods including custom Scripting.
- ➢ Responsible for internal and external Infrastructure testing utilising Custom python scanners and mappers.
- ➢ Conducted False positive correction and data cross-checking.
- ➢ Data collection and visualisation.

Achievements - found a critical vulnerability (CVE-2022-27139) within a US retail customers' payment processing servers mitigating credit card fraud.

Education - Kirkcaldy High School National Certificates – August 2019

Computer Science, Engineering, Physics, Practical Woodworking, Geography. English, Spanish, Mathematics

Duke of Edinburgh Silver – including six months volunteering

Professional education

Certified Ethical Hacker - Certificate of Attendance 2021

High level of competency in Windows and Linux OS, Physical/Virtual servers and hosting approaches (dedicated hosting, co-location and private cloud).

An in-depth knowledge and understanding of Managed Services.

Knowledge of CRT, OSCP, MongoDB, MySQL, ubuntu, CentOS, Arch. ADD

Interests/hobbies

Diving PADI Open Water certified, Fishing, Kayaking.

Keeping up with the latest developments in technology – attend virtual Defcon/Blackhat talks about privacy and physical security.

Building Proof of Concept Labs – e.g. Utilising a 16 core PC running Unraid OS (for docker containers and V.M.s) with PCI passthrough for the GPU and USB cards. PFSense for Network routing and Ubiquity for the switching and Ap's.

QubesOS for compartmentalisation and privacy-focused OS systems. Pine and Linux OS Phones for privacy and GraphineOS for privacy-based Android Phones.