

Ryan Higgins

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Personal Profile

I am a versatile IT professional with 5 years of experience across technical support, network & security, and web development. Proven track record of delivering high-quality solutions in fast-paced support environments and freelance development projects. Skilled in Windows, Active Directory, O365, Azure, and security incident response, as well as front-end technologies (HTML, CSS, JavaScript, WordPress). Advanced from entry-level support to specialist roles while also completing certifications in CompTIA A+, and Azure AZ-900. Known for strong problem-solving, clear communication, and adaptability under pressure, with the ability to bridge technical expertise and user-focused solutions.

Key Skills & Competencies

Technical Skills

- IT Support (Windows, Active Directory, O365, Microsoft Office Apps, Azure)
- Hardware Setup & Maintenance (PCs, laptops, printers, peripherals, and mobile devices)
- Imaging, deployment, and hardware upgrades (SSD/RAM installation, system rebuilds)
- Network & Security Troubleshooting (ping, traceroute, proxy configurations)
- Cybersecurity Support (incident response, phishing simulations, security awareness)
- Web Development (HTML, CSS, JavaScript, WordPress, UI/UX design)
- Database & Systems Administration (user permissions, account reconciliation, reporting)

Tools & Technologies

- Incident & Service Management Tools (ticketing systems, CRM platforms)
- Microsoft 365 Suite
- Virtualisation Tools
- SEO & Performance Optimisation
- API & Plugin Integration

Soft Skills

- Clear & Professional Communication
- Problem-Solving Under Pressure
- Time Management & Multi-tasking
- Adaptability & Continuous Learning

Experience

IT Support Specialist – Network, Security & Non-Standard

PFH, Little Island, Cork, Ireland | Feb 2023 – Oct 2025

- Delivered first-level IT support to **30–50 users daily** via calls, SMS, and email, exceeding performance targets while maintaining a professional and user-friendly approach.
- Installed, configured, and maintained user hardware including desktops, laptops, printers, and network devices.
- Performed hands-on repairs, upgrades (RAM, SSD), system imaging, and hardware diagnostics for client systems.
- Troubleshoot and resolved technical issues including **password resets, application errors, printing faults, and system performance issues**.
- Utilised **Active Directory, Office 365, and internal ticketing systems** for account management, troubleshooting, and documentation.
- Promoted to **Network & Security Specialist** within 6 months; advanced to **Non-Standard Specialist** after another 6 months.
- Investigated and resolved **network and internet connectivity issues** using tools such as **ping, traceroute, and proxy configurations**.
- Administered user account changes and permissions (OU modifications, name changes, lockout reports).
- Provided **cybersecurity support**, including phishing simulations, incident response for lost/stolen devices, and security awareness training.
- Handled **priority escalations** from senior staff in a high-pressure environment, demonstrating strong problem-solving and adaptability.
- Thrived in a **fast-paced technical environment**, consistently learning new tools and practices to improve support delivery.

Web Developer – Contractor

Cologne, Germany | Feb 2022 – Feb 2023

- Designed, developed, and maintained **custom websites** for individuals and businesses using **HTML, CSS, JavaScript, and WordPress**.
- Managed **end-to-end development lifecycle**, including client consultation, UI/UX design, coding, testing, and deployment.
- Implemented **responsive design principles**, optimised site performance, and applied **SEO best practices** to improve visibility and user experience.
- Delivered **multiple projects simultaneously** within strict timelines, showcasing strong project management, adaptability, and problem-solving skills.

- Integrated plugins, APIs, and third-party tools to enhance functionality and meet client requirements.
- Provided ongoing **website maintenance and technical support**, ensuring stability and performance after deployment.

Accounts Administrator

Harvey Norman, Little Island, Cork, Ireland | Sep 2018 – Feb 2022

- Managed **banking operations, supplier payments, and account reconciliation** across multiple departments, ensuring compliance with company policies and 60-day credit limits.
- Utilised **financial systems and databases** to process transactions, track claims, and generate reports with a high degree of accuracy.
- Resolved discrepancies by analyzing data, liaising with vendors, and collaborating with department managers to improve workflow efficiency.
- Maintained **data integrity, documentation accuracy, and compliance controls**, supporting audit and reporting requirements.
- Developed strong **stakeholder management skills**, fostering relationships with suppliers and internal teams to streamline communication and resolve issues quickly.
- Demonstrated **attention to detail, problem-solving, and process optimisation** in a fast-paced, deadline-driven environment.

Technical Support Agent

Eir, Churchfield | May 2017 – Sep 2018

- Delivered **technical support and troubleshooting** for broadband, network, and multimedia issues, ensuring timely resolution.
- Guided customers through **complex technical procedures**, balancing clear communication with technical accuracy to achieve high satisfaction.
- Logged issues and resolutions using internal **CRM and ticketing systems**, maintaining strict **data security and confidentiality**.
- Strengthened **problem-solving, communication, and customer service skills** in a high-volume, fast-paced support environment.

Education & Certifications

- **Leaving Certificate** – Scoil Mhuire Gan Smál, Blarney, Cork, Ireland
- **Network Security & Infrastructure Certification** – St. John's College, Cork, Ireland (2017 - 2018)
- **Software Engineering Certification** – St. John's College, Cork, Ireland (2018-2019)
- **Additional Coursework** – St. John's College (2017- 2019)

- Virtualisation Support
- Systems Software
- Object-Oriented Programming

Professional Certifications

- **CompTIA A+** – Self-Study
- **Microsoft Azure Fundamentals (AZ-900)** – Self-Study
- **Microsoft Azure Administrator (AZ-104)** – *In Progress*