RAINE ROBERTS

SYSTEMS AND NETWORK ENGINEER

A Māori young professional with passion, seeking to broaden his horizons in the world of technology solutions, infrastructure and cyber security.

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✉ raine.roberts06@gmail.com

🌐 https://bit.ly/RAINE_Portfolio

in https://bit.ly/RAINE_Linkedin

SKILLS

- Network Design
- Cloud Engineering
- Systems Administration
- Database Engineering
- Web Development
- Wireframe Design
- Hardware Proficiency

SOFTWARE

- vSphere ESXI
- Hyper-V Manager
- Packet Tracer
- AAD and ADDS
- PowerShell
- Visual Studio
- Jira/Atlassian
- GitHub Desktop
- Power Bi
- SQL Server Management
- Figma

LANGUAGES

English
Māori

Python
JavaScript
HTML/CSS
SQL

EXPERIENCE

USER SUPPORT SPECIALIST LEVEL 2

National Institute of Weather and Atmospheric Research - NIWA

JAN 2023 - Present

- As a User Support Specialist for NIWA, I handle diverse technical challenges remotely to ensure smooth operations and user satisfaction nationwide.
- Use extensive IT expertise for effective troubleshooting, prioritizing user satisfaction and productivity.
- Emphasize rapport and clear, positive communication to empower users in every interaction.

SCHOOL OF TECHNOLOGY PEER TUTOR

Waikato Institute of Technology - WINTEC

JUN 2022 - JAN 2023

- As a Peer Tutor at WINTEC, I guided students through the Diploma of Information Technology curriculum, fostering growth and understanding.
- Shared my IT passion, helping peers grasp challenging concepts using both theory and practical experience.
- At WINTEC, I enjoyed celebrating peers' achievements and providing support during challenging times.

TECHNICAL SUPPORT VOLUNTEER

Opureora Marae Committee

MAR 2020 - Present

- Volunteering with the Opureora Marae Committee on Matakana Island, Tauranga, I provide technical support and guidance to community members.
- Ensure our committee has the IT resources for effective work, offering both face-to-face troubleshooting and remote assistance.
- Support grant procurement by organizing data, creating presentations, and managing project timelines, aligning my IT expertise with the Marae's broader goals.

REFERENCES

AVAILABLE ON REQUEST

AWARDS & ACHIEVEMENTS

INFORMATION TECHNOLOGY

NZCSC 2024, 3rd Place Tertiary — *Achieved 3rd place in Round 1 out of over 500 competitors during the New Zealand Cyber Security Challenge 2024, hosted by the University of Waikato.*

ACADEMIC

Ngai Te Rangi Iwi Tertiary Education Grant 2024 — *An education grant received from Ngai Te Rangi Iwi for use in Tertiary education in Information Technology.*

Letter of Commendation - WINTEC BAppIT 2023 — *A letter of commendation received from the Information Technology Programme Coordinator, WINTEC.*

Letter of Commendation - WINTEC BAppIT 2022 — *A letter of commendation received from the Business, Enterprise, Information Technology and Media Arts Group Director, WINTEC.*

EDUCATION

INFORMATION TECHNOLOGY EDUCATION

Waikato Institute of Technology / Te Pukenga, Hamilton City Campus — *NZ Bachelor of Applied Information Technology (LvL. 7)(Completion date: July 2025)*

Waikato Institute of Technology / Te Pukenga, Hamilton City Campus — *NZ Diploma in Information Technology for Technical Support (LvL. 5)(Nov 2022)*

QUALIFICATIONS

Cisco Networking Academy, Cisco Academy — *Certificate of Cisco Certified Network Associate Lvl.1 and Lvl. 2 — (June 2024)*

Cisco Networking Academy, Cisco Academy — *Cisco Certificate of Linux Comprehension and IT Essentials — (Jun 2022)*

Cisco Networking Academy, Cisco Academy — *Cisco Certificate of IT Essentials — (Jun 2022)*

Office of the Privacy Commissioner — *Certificate of Completion for Privacy 101 — (Jun 2022)*