



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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https://bit.ly/RAINE_Portfolio



https://bit.ly/RAINE_Linkedin

SKILLS

- Routing & Switching
- Cyber Security & Forensics
- Cloud Engineering
- Systems Administration
- Database Engineering
- Web Development
- Hardware Proficient

SOFTWARE

- Autopsy 4 & Volatility 3
- Cisco Packet Tracer
- GNS3 & EVE-NG
- AAD and ADDS
- PowerShell & Terminal
- Visual Studio Code
- Jira & Atlassian
- GitHub & GitLab
- Power BI & SQL Server

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

ACADEMIC

Rose Hellaby Bursaries Scholarship 2024 —
An education scholarship granted by the Māori Education Trust, attained for excellence in grades.

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 2023/24 — *Attained multiple letters of commendation from the Information Technology Programme Coordinator and Director of WINTEC.*

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.*

AI HACKATHON 2024, 2nd Place — *Achieved 2nd place in the Waikato round of the A.I Hackathon 2024 hosted by the New Zealand Artificial Intelligence Institute.*

EDUCATION & QUALIFICATIONS

QUALIFICATIONS

Cisco Networking Academy, Cisco Academy — *Certificate of Cisco Certified Network Associate Lvl.1, Lvl. 2 and Lvl. 3 — (Nov 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)*

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

INFORMATION TECHNOLOGY

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

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