



# RAINE ROBERTS

## SYSTEMS AND NETWORK ENGINEER

I am a qualified and professional network engineer with experience in domain services and cloud engineering, and with a passion for cyber security, web development and database administration.

### 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.



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### 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

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## REFERENCES

## WORK REFERENCE

**Steven Ashley, User Support Manager, NIWA**

Email: [Steven.Ashley@niwa.co.nz](mailto:Steven.Ashley@niwa.co.nz)

**Lesley A. Gousmett, Program Coordinator, WINTEC**

Mobile: 027 659 3201

Email: [Lesley.Gousmett@wintec.ac.nz](mailto:Lesley.Gousmett@wintec.ac.nz)

**Julie T. Palmer, Treasurer, Opureora Marae Council.**

Mobile: 0276516123

Email: [jpmatakana@gmail.com](mailto:jpmatakana@gmail.com)

## CHARACTER REFERENCE

**Citlalic Gonzales-Mendoza, User Support Specialist, NIWA**

Email: [cgm0301.1993@gmail.com](mailto:cgm0301.1993@gmail.com)

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## 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)*