Simon Jerome Uhuo
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Location: Birmingham, UK
Portfolio:IT Portfolio

Personal Statement

Motivated and detail-oriented IT professional with hands-on experience in cloud infrastructure, cybersecurity, and technical support. I bring a solid foundation in AWS, networking, and system administration, gained through education, freelance projects, and volunteer roles. I am seeking an entry-level IT role where I can apply my skills in a professional environment and continue to grow as a technology specialist.

Key Skills

- **Cloud & DevOps**: AWS, EC2, S3, IAM, VPC, Shell Scripting, Git

- **Networking**: Cisco Packet Tracer, VPN, OSPF, ACLs, DHCP

- **Programming & Scripting**: Python, C#, SQL, C++

- **System Administration**: Windows Server, Active Directory, Linux

- **Software & Tools**: Autodesk Fusion 360, EM3D, Cura Slicer

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Professional Experience relating to IT

IT & Systems Analyst *(Freelance/personal project)*
2022

- Built a C# student management system with role-based access and SQL backend.

- Simulated secure enterprise networks using Cisco Packet Tracer.

- Designed a cloud infrastructure blueprint for a startup using AWS services.

IT Support / Application Support Technician   July 2023 -March 2024

Junior IT Support Technician
Smartcomm Limited – Birmingham, UK
March 2023 – March 2024

During this role I delivered first-line IT support across commercial and hospitality clients, managing AV equipment, basic network setups, and supported residential tech solutions. Installed and configured Windows 10/11, antivirus software, projectors, and other presentation tools.
Provided user account support and password resets via standard IT protocols.
Troubleshooting hardware and network connectivity issues and supported remote client setups.
Maintained logs of support incidents and resolutions using simple ticketing or spreadsheet systems.

EE

IT Support Technician   October 2022 - August 2023

My main duty at EE was providing Tier 1 support to internal staff which were experiencing computer related issues with Microsoft 365. I was also maintaining computer systems and equipment, and diagnosing, troubleshooting, and repairing issues that may interfere with the daily functions of a business

Junior IT Technician (Work Experience)
Saint John Wall Catholic School | 2019

- Supported Active Directory management, printer installations, and hardware setup.

- Shadowed senior technicians on system maintenance and upgrades.

Other Experience

Customer Service Representative – *William Hill, Birmingham*
2022 – 2023

Warehouse Operative – *Various Locations*
2021 – 2022

Catering Assistant – *Church Events, Birmingham*
Occasional, 2020 – Present (volunteer)

Volunteer – Local Market
2020 – 2021

Education & Certifications

Coventry University
Cloud Computing – Focus on AWS & Networking Architecture

Aston University Engineering Academy
BTEC Level 3 National Extended Diploma in Engineering – MPP

Certifications

- NDG Linux Essentials – Cisco Networking Academy *(2024)*

- Cybersecurity Level 3 Bootcamp – NetCom Training *(2024)*

Projects

C# Student Management System

- Desktop application with CRUD functions and SQL integration.

Cisco Enterprise Network Simulation

- Designed a multi-subnet network with DHCP, VPN, and ACLs in Cisco Packet Tracer.

AWS Infrastructure Design

- Developed a secure and resilient cloud environment with IAM policies and monitoring tools.