

Todd Blakeman

IT Engineer – Computer Friendly Consultants Ltd.

PROFILE

A motivated individual with 5+ years of experience in the IT industry across various roles and a passion to move into a Cloud Engineering. Experience gained while working in intensely professional environments has resulted in outstanding teamwork abilities, exceptional time management skills and a keen aspiration to improve and strive in order to achieve within the workplace. Working within fast paced environments, has excelled my existing technical and soft skills. My current employment has also allowed me to further progress my technical skills and eagerness to problem solve. An aspiration to keep progressing has driven me to learn more about Cloud Engineering, and motivated me to pursue a career in the Cloud industry.

KEY ACHIEVEMENTS

- Completing training courses in my personal time to better my knowledge of Cloud Engineering. I had utilized the learning platform Udemy to complete a full DevOps/Cloud Engineering course to expand on my knowledge of Cloud environments. The syllabus included material on: CICD; AWS; Terraform; Linux; JSON; YAML; Python; Docker; Kubernetes; GIT and Ansible, to name a few. The inclusion of practical projects alongside the course has solidified my learning and allowed me to progress faster.
- Becoming a ArcServe Certified Engineer (ACE). ArcServer is the DR Solution that my current company use, I was enrolled onto the training course to become certified for this product. I had to go through the course material myself and complete an exam once I believed myself to be ready. I managed to pass the exam and become a certified engineer for ArcServe products.
- Consistently working towards bettering my knowledge within the IT industry through course studies around full-time employment. This is to improve my existing abilities and allow me to develop my career to move into new fields.
- Winning Engineer of the quarter in my last role. This was awarded to the engineer who received the most positive feedback from customers. This was a great personal achievement for me as it reflected my hard work ethic and allowed me to set myself apart from the rest of the team.

todd_blakeman@hotmail.com

07476738485

Cannock, Staffordshire

[uk.Linkedin.com/in/todd-blakeman-](https://uk.linkedin.com/in/todd-blakeman-a55647171)

a55647171

[https://github.com/stars/ToddBlakeman/lists/p](https://github.com/stars/ToddBlakeman/lists/projects)
rojects

KEY SKILLS

- Azure & Office 365
- All Microsoft Server environments
- Advanced Networking
- Windows Domain environments
- Windows 7, 8, 8.1, 10 & 11
- AWS (EC2, S3, VPC, EBS, ELB, Route53, RDS, IAM)
- Linux
- Terraform
- GIT, GitHub
- Jenkins, CICD
- Kubernetes, Docker
- Hyper-V/VMware
- Firewall/Router/Switch Configuration
- Disaster Recovery Solutions
- General PC, Laptop, Mobile Device repair & maintenance
- On-site support and customer service
- VoIP/SIP/Cloud PBX Systems
- Terminal Servers/RDS/RDP
- Broadband services (Leased Lines, ADSL/VDSL/FTTP)
- MacOS, iOS
- A variety of MSP ticketing and monitoring systems
- Knowledge of HTML & CSS

EDUCATION

Stafford College

2012-2014

BTEC Level 3 Diploma Sports & Exercise Sciences

Cannock Chase High School 2008-2012

GCSE's:

PE – A English Literature – B

English Language – B

Mathematics – B Core Sciences – B

Additional Sciences – B

History – C Graphic Design – C

German – C BTEC Sport – D*

EXPERIENCE

Computer Friendly Consultants Ltd

January 2022 – Present

- During my time here at CFC, I have been exposed to more complex environments and technologies. Working more frequently with routers and networking equipment, whether that be through GUI's or CLI's. This has expanded on my existing knowledge of networking and computing as a whole and introduced me to a different way of working and interacting with systems.
- At CFC, a large focus of the business is on Disaster Recovery, securing the clients for potential loss of data incidents, no matter the scale. This is the first time I've been able to interact with, and configure, a more in-depth, enterprise grade DR solution and it has really focused my view on data security, protecting clients infrastructure and core systems. It has built on my knowledge of cybersecurity procedures and methods used to better protect clients.
- I often have to visit clients places of work, this includes commercial offices and sometimes homes, to complete installation of new hardware or to help troubleshoot issues that cannot be resolved remotely. I manage my own schedule, meaning this role has given me much more freedom to operate how I see fit to uphold customer relations and get hands on with hardware and various equipment.
- Working within a small team has pushed me to take on a lot of responsibility and workload during my time here. It has bettered my ability to manage my workload and prioritise important tasks whilst maintaining the same, high level, working standards across everything I do.
- Currently I work completely remotely in the role, which has pushed me to work harder and maintain a focus on my workload. When working from home, you're more reliant on your own intuition to remain efficient and troubleshoot various issues. It has helped me to become a better independent worker by improving my self sufficiency, ability to stay focused and persevere during difficult periods or tasks.

IT Support Engineer, Mellow Marsh Software Ltd

August 2019 – December 2021

- Working within a MSP environment involves taking calls throughout the day whilst also managing fast paced ticket queues and incoming emails.
- Successfully liaising with companies from a multitude of professional backgrounds has enabled me to work with various technologies and softwares. This has allowed me to adapt to different client needs, improve my skillset and widen my knowledge of all aspects of the IT industry.
- Exposure to PBX, Phones systems and Telephony technologies is something that, until now, I have not been able to experience and it has really inspired me to dive into these kinds of problems head on in order to develop the less experienced aspects of my skillset.

Service Desk Analyst, Advanced

January 2019 – August 2019

- The remote nature of working on a service desk requires the ability to troubleshoot and communicate effectively as there are times when I may not be able to visually see what the issue is.
- I was required to communicate with a multitude of individuals at a variety of IT skill levels. This made communication and excellent customer service an essential part of my skill set. Being a Service Desk Analyst

Operational Support Grade, HMP Featherstone

May 2016 - January 2019

Crew Member, McDonald's

May 2014 - May 2016