Thomas Lind

Contact

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Profile

I am a responsible, hardworking individual with great problem solving skills. I am also very driven and excel in team environments as well as in high pressure situations. Being calm and composed helps in my customer focused approach. I am keen to expand and build on my current skill set.

Skills

Programming
Networking and Cloud
Advanced Computing
Development and Deployment
Documentation
Device Management
Security and Patching

Personality

Leadership
Communication
Work Ethic

Hobbies

Football
Basketball
Gym
Golf

Experience

Sales Assistant

Currys   **2021 - 2023**

I excelled in this role due to my customer first attitude and great communication skills. Top 500 salesman company wide every financial period. Exceeded every KPI tracked within the role. Awarded Colleague of the Year despite only being at the company for 5 months at the time and having set multiple sales records in Scotland. Extensive leadership responsibilities as acting as interim manager for months at a time. During these shifts I supported my team in exceeding while maintaining my own performance.

Network Analyst

Sword NCS   **2024 - 2025**

24/7 Network Analyst in a NOC.Experience assisting many customers and supporting their devices - Cisco, Meraki and Palo Alto. Monitoring network activity using Solarwind. Wrote multiple SOPs and created Python programs to automate strenuous, complex tasks. Top 3 in tickets closed in the company within my first 7 months. Completed training certifications such as MS security courses and blackbelt Meraki courses.

System Analyst

University of Glasgow   **2025 - Present**

Currently employed at UofG. Assisted in massively improving resolve rates on my team due to my experience, skills and diligent attitude. Authored numerous SOPs during my probation while building a central knowledge base to house additional authored documentation. Trained and supported colleagues in developing technical skills and ticket management. Improved operating procedures and optimised tasks within the customer facing TechBar. Designed and implemented technical operating procedure for college wide Windows 11 upgrade and assisted in key decisions. Created custom programs to automate lengthy tasks and visualise reports.

Education

Glasgow Caledonian University
- Cyber Security and Networking BSc - 1st (Distinction)
- Cyber Security and Networking BSc (Hons) - 2:1

Bellahouston Academy
- Higher - AAAAB