

Zoe Catherall

IT Technician & Project Manager

Versatile IT professional with a strong background in system administration, network engineering, and project management, with a proven ability to deliver robust, secure, and efficient technical solutions. Experienced in managing infrastructure and support environments as well as troubleshooting complex issues. Also skilled in leading small teams and coordinating tasks within Agile project environments, ensuring that objectives are delivered on time and aligned with business needs.

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SKILLS

Microsoft 365

AgilePM

Hardware/Software Implementations

IT Support/Maintenance

System Administration

Technical Documentation

CCNA Network Configuration & Security

Database Management

Troubleshooting



SOFT SKILLS

Clear Communication

Adaptability

Analytical Thinking

Self-Disciplined

Attention to Detail

Willingness to Learn

Team Collaboration

Leadership

Time-Management

Proactive



WORK EXPERIENCE

IT Technician

Information Support Team, JEWOSC, Royal Air Force

04/2023 - Present

Lincolnshire

Delivering technical support and infrastructure improvements in a high-security, mission-critical environment. Proven ability to lead tasks, coordinate team activity, and implement technical solutions under pressure, with a focus on operational efficiency, system resilience, and stakeholder impact.

Achievements/Tasks

- **Led the resolution of a critical system failure**, coordinating a team to investigate and resolve security and configuration issues affecting a core operational system. Took ownership of task allocation, progress tracking, and stakeholder communication to ensure the system was restored securely and efficiently with minimal downtime.
- **Planned and executed the end-to-end delivery of bespoke IT systems** to support a high-priority operational directive. This included engaging with stakeholders to define technical requirements, managing the build and configuration of the systems, and overseeing successful deployment within a 24-hour deadline. Ensured full testing, documentation, and post-deployment assurance were delivered to meet operational readiness.
- **Managed the conversion of an office space into a fully equipped software testing suite**, acting as the lead coordinator from initial planning to delivery. Oversaw equipment build and configuration, planned network infrastructure changes, supported physical space reorganisation, and collaborated with the team to meet technical and security standards. Delivered the project on time, enhancing the organisation's testing capabilities.
- **Delivered data-driven insights to senior management** by developing analytical reports in Excel and Power BI, monitoring the usage of 250+ devices to inform strategic decision-making.
- Supervised daily system administration tasks, including user access management, fault rectification, data backups, and software updates.
- Deployed software and updates using remote management tools, ensuring reliable access to applications across the organisation.
- Maintained network stability through structured cabling, performance monitoring, and proactive fault resolution.
- Configured and managed firewall systems to ensure network security and protection against external threats.



WORK EXPERIENCE

Phase 2 Training Cyberspace Communications Specialist

No1 Radio School, RAF Cosford

07/2022 - 04/2023

Completed in-depth technical training focused on the setup, support, and protection of modern IT and communication systems within a secure defence environment. The programme combined classroom instruction with hands-on practical exercises, covering network configuration, secure communications, server management, and data handling. Developed strong foundational knowledge of IT systems and infrastructure, preparing for operational roles supporting mission-critical RAF technology.

Achievements/Tasks

- ▶ Developed skills in relational databases using SQL and Power Query for data extraction, transformation, and analysis.
- ▶ Trained in CISCO networking fundamentals, including router and switch configuration, network protocols, and security measures.
- ▶ Gained working knowledge of Microsoft Server 2012, Windows, and Linux environments for IT systems management and troubleshooting.

Phase 1 Training Royal Air Force

RAF Halton

02/2022 - 04/2022

Undertook initial military and professional development training, focusing on discipline, resilience, teamwork, and core values. Built foundational leadership, communication, and problem-solving skills in high-pressure environments.

Achievements/Tasks

- ▶ Completed instruction in RAF history, health and safety, military communication, and first aid.
- ▶ Participated in fieldcraft, navigation, and resilience-based exercises to build decision-making and teamwork under pressure.
- ▶ Contributed to officer training support post-graduation, assisting in leadership assessments and ceremonial duties.
- ▶ Passed final assessments including the RAF fitness test, weapon handling, and CBRN (chemical, biological, radiological, nuclear) training.

Sales Consultant

ADIDAS, Cheshire Oaks Designed Outlet

02/2020 - 01/2022

Worked in a fast-paced retail environment delivering customer service to a high standard while supporting the store in achieving commercial and operational targets. Developed strong communication, problem-solving, and time management skills while working as part of a team to meet performance goals. Gained experience in working under pressure, responding to changing demands, and maintaining brand and policy compliance.

Achievements/Tasks

- ▶ Delivered consistently high levels of customer service, meeting key performance indicators and contributing to store sales targets.
- ▶ Applied product knowledge and communication skills to understand customer needs and provide tailored recommendations.
- ▶ Ensured compliance with visual merchandising standards and stock processes, supporting smooth store operations and accurate inventory control.



EDUCATION

Level 3 City & Guilds Information Communications Technician - Digital Communications Technician

City & Guilds

07/2022 - 11/2023

Grade: Distinction



CONFERENCES & COURSES

NSE 4 FortiGate Infrastructure 7.2 (08/2023 - 08/2023)

Fortigate

- ▶ Key topics include network security principles, FortiGate device deployment, firewall policies, VPN setup, and routing.

NSE 4 FortiGate Security 7.2 (08/2023 - 08/2023)

Fortigate

- ▶ Key topics include firewall policies, VPNs, intrusion prevention, web filtering, and security management.



CONFERENCES & COURSES

CCNA- Cisco Switching Routing & Wireless Essentials (01/2024 - 02/2024)

CISCO NetAcad

- Fundamentals of switching, routing, VLANs, IP addressing, and routing protocols, focusing on device configuration and troubleshooting.

Automating Administration with Windows PowerShell (08/2024 - 08/2024)

QA

- Automating administrative tasks using Windows PowerShell, focusing on scripting basics, cmdlets, and managing system processes and resources

Intermediate Excel (10/2024 - 10/2024)

Lincoln College

- Intermediate functionalities, including complex logical functions, cell referencing, fault diagnosis, and data management.

Administration of Microsoft Endpoint Configuration Manager (11/2024 - 11/2024)

QA

- Focusing on application deployment, software updates, and device management for efficient monitoring and troubleshooting.

AgilePM v3 Foundation with Scrum Essentials (04/2025 - Present)

Self Study via ILX

CCNA- Cisco Network Security (06/2024 - 07/2024)

CISCO NetAcad

- Security concepts and best practices. Including threat identification, firewall and VPN configuration, IPS and security policy implementation.

CCNA- Cisco Enterprise Networking, Security and Automation (09/2024 - 09/2024)

CISCO NetAcad

- Design, implementation, and management of enterprise networks, including advanced routing and switching, network security and automation tools.

Advanced Excel (10/2024 - 10/2024)

Lincoln College

- Advanced Excel features like named ranges, data validation, conditional formatting, and Pivot Tables.

HTML and CSS- Responsive Web Design (12/2024 - 01/2025)

FreeCodeCamp

- FreeCodeCamp's HTML and CSS course covers web structure, styling, responsive design, Flexbox, and CSS Grid.