CARLOS HOUGHTON

SERVICE DESK TECHNICIAN | ASPIRING CLOUD ENGINEER

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PROFILE

Highly motivated aspiring Cloud Engineer, eager to pivot from IT support to Cloud Engineering. Proven technical aptitude in systematic debugging and root-cause analysis, complemented by hands-on project experience in Azure development and integration.

EDUCATION

University of Florida   **Dec 2024**

Bachelor of Science in Computer Science, Gainesville

Burford School   **Sept 2017 — Jun 2019**

A-levels - Maths (A), Psychology (A), Economics (B), Burford

EXPERIENCE

Service Desk Technician, Get Support IT Services Limited   **Jan 2025 — Present**

Eynsham, Oxfordshire

- Deconstructed and resolved complex L1/L2 incidents across diverse client systems, demonstrating strong systematic debugging and root-cause analysis skills.
- Managed support for 300+ businesses in an MSP environment, regularly administering Windows, Windows Server, and Linux based operating systems.
- Automated key IT operations using PowerShell scripts, improving departmental efficiency and reducing human error.

PROJECTS

CRUDbook - Python

- Developed a Command-Line Interface (CLI) Contact Management System (CRUD) using Python 3, demonstrating foundational knowledge of software structure.
- Implemented data persistence using the 'json' module for serialization.

EXTRA-CURRICULAR ACTIVITIES

UFSIT Member, University of Florida   **Sept 2023 — Dec 2024**

Gainesville, Florida

- Expanded knowledge of cybersecurity concepts and best practices by participating in regular team meetings.
- Collaborated with teammates on the "Kernel Sanders" team to analyze and exploit vulnerabilities in simulated environments during CTF sessions.

ADDITIONAL INFORMATION

- **Links:** Website, GithubLinkedIn