Conor Bone

IT Support Engineer · Security Enthusiast

On request | cv@conorb.one | conorbone | conorbone

Skills

Microsoft	365, Active Directory, Group Policy, Hyper-V
Linux	Open SSH, KVM, Metasploit, Kali, Open-Source Information Gathering
Hardware	Rack-mount Equipment, End User Device Repair, Data Recovery, Network Installation

Experience

The Howard Partnership Trust   *Three Rivers Academy,*
Walton-On-Thames, Surrey

IT Support Engineer   *Sep. 2017 - PRESENT*

- Support users through the FreshDesk Ticket System
  - Writing support articles
  - Creating Scenario Automation's
  - collaborating with agents on tickets
- Support Azure Cloud Infrastructure:
  - Intune Laptop deployment for offsite/ remote staff and students
  - Endpoint managemnt and asseting of devices
  - AAD User and group managment, synced to local Directory
  - Defender monitoring of cloud and local assets
- Support local Active Directory infrastructure:
  - Group Policy Implementation and maintenance
  - Distribution and Security Group Automation
  - User Account Creation and Management
- Office 365 Administration:
  - Exchange User, Calendar, Rules and Filtering Management
  - SharePoint Documentation, Service Sites, Secured Content Management and File Access
  - Teams Administration
- Server Administration
  - Windows 2008/16/19 Domain Controllers,
  - Debian & OpenBSD Ticket, Building, Access, and CCTV management systems
  - Patch Tracing
  - Fibre-Optic Splicing
  - Tape and Magnetic Archiving
- Networking Administration
  - DNS & DHCP Management
  - Diagnosing Connection issues with Nmap and Trace Route
  - Ubiquiti & Aruba WiFi Setup and Management
  - IP Phone Management Including training in Unify - OpenStage
- Supported 3rd party systems for other departments
  - PaperCut
  - SIMS
  - e-Reception
  - Viper CCTV

John Lewis Partnership   *Waitrose, Hersham Green,*
Walton-on-Thames

Supermarket Assistant   *Jan. 2017 - Sep. 2017*

- Upholding the award-winning customer experience expected of Waitrose
- Personally handling customer complaints and query's
- Manage Stock of and Deliver Customers Delivered Orders

Personal Projects

Virtual Networking and Security Training Lab
Home lab

Solo Lead
2015 - PRESENT

- Windows 2016/19 Domain Controller
- Exchange Server
- Hyper-V, and vSphere Virtualisation servers
- PXE network Image Host and Software Mirror Repository
- Cisco and HP Aruba switching Equipment
- Kali and Metasploitable Attack and Target VMs
- Debian and Arch Media and home automation Servers
- Web and Compute Hosting

Drone Building and Training
Private Land

Solo Lead
Apr 2021 - PRESENT

- A2 certificate of competence - CAA
- Private Wedding Photography
- Custom built drones with flight automation and telemetry

Computer Hardware and Motherboard mods
London Hackspace

Solo Lead
Aug 2020 - PRESENT

- Using a Display port Line from the Internal Dock Connector to allow higher Resolution Internal screen
- Embedding a NFC Card reader into Palm Rest
- Addition of secondary WiFi Radio to support MITM attacks

London Hackspace
London

Member
Oct 2018 - PRESENT

- Micro Soldering
- CAD, 3D printing, and Laser Cutter Programming
- LockSport Practice

Education

North East Surrey College of Technology (NESCOT)
Epsom and Ewell, Surrey,

BTEC Level 3 Diploma in IT (Networking and Systems Support)
Sep. 2015 - Jul. 2017

- Organisational Systems Security
  — Endpoint Security
  — Network Security Devices
  — Threat Analysis and Threat Vectors
  — Physical Device and Environment Security
- Managing Networks
  — Designing a Simple Network Security Policy
  — Record and Make a Network Management Policy
  — Network Management Tools and Practices
- Systems Analysis and Design
  — Structured Analysis of Specific Business Processes
  — Produce a Requirement Specification for a Business Process
  — Generate Comprehensive Design documentation
- IT Troubleshooting and Repair
  — Hardware and Software tools to Troubleshoot IT problems
  — Communicate Effectively with Users during Fault Diagnosis activities
  — Maintain Data security and Integrity when applying fault remedies