

# CRAIG THACKER

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## PROFILE

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BSc (Hons) in Computer Networking (1<sup>st</sup> Classification) & PgDip in Information & Network Security (with Distinction), a graduate with expertise in IT, technical support and understanding up-to-date knowledge in computing and understanding of industry needs & technical demands. A strong background in computer programming and infrastructure implementation has led to a solid technical foundation and work ethic. Work experience in education, teaching school, further & higher education as well DevOps & System Administration. An excellent and effective communicator with the ability to work collaboratively and build key relationships with colleagues, staff and managers, through a warm approach whilst sharing knowledge of best practice. Currently looking for a role in IT where existing skills can be utilised, and new skills developed.

## EXPERTISE

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**IT Management & Monitoring:** Analyse, test, troubleshoot, and evaluate existing network & infrastructure systems, such as local area network (LAN), wide area network (WAN), and Microsoft Windows or GNU/Linux. Perform network maintenance to ensure networks operate correctly with minimal interruption. Production implementation experience with Nagios Core monitoring platform.

**Communication Skills:** Demonstrates excellent customer service skills with the ability to professionally interact with a diverse range of people at all levels.

**Project Management:** Complete all projects and assignments on time through planning and organising resources and time; track work to be completed, set personal deadlines and goals.

**Continuous Improvement & Critical Thought:** Proven ability to identify areas for further development, and able to support others in the process. Has an analytical and problem-solving approach to work. Excels at prioritising flexibly to meet rapidly changing needs. Adept at crisis and risk management.

**Organisational Skills:** Well organised, adaptable and flexible. Multitasks and prioritises flexibly to fulfil all assigned tasks within time constraints. Skilled at working under pressure and confidently meets targets. Thrives on a challenge and has a proven track record of high performance under challenging circumstances.

**Rapport Building:** Able to build instant, professional relationships based on trust with peers, lecturers, students and other professionals as well as the ability to identify future opportunities & collaborations.

## QUALIFICATIONS

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**2018 – 2019**

**University of the West of Scotland**

PGDip – Information & Network Security (Distinction) – SCQF 11

### Key Skills Gained:

- Experience with cloud infrastructure installation (OpenStack), support and management.
- Experience with ITIL foundation concepts and ISO 27001 information management.
- Outstanding knowledge to various Cyber Security threats for modern security issues.
- Teaching skills, presentation skills, critical analysis & time management training.

**2016 – 2018**

**University of the West of Scotland**

BSc (Hons) in Computer Networking (1<sup>st</sup>) – SCQF 10

### Key Skills Gained:

- Experience with statistical analysis software and qualitative research tools.
- Excellent analytical and critical thinking skills.

- Outstanding writing skills and ability to report on research findings clearly.
- Able to work as part of a multidisciplinary team.
- Think outside the box and see the bigger picture.
- Solid judgment and desire to tackle complex problems.
- Creative/conceptual ways of thinking.

<b>2015 – 2016</b>	<b>New College Lanarkshire</b> HND in Computing Technical Support – SCQF 8
<b>2014 – 2015</b>	<b>New College Lanarkshire</b> HNC in Computing Science – SCQF 7
<b>2013 – 2014</b>	<b>City of Glasgow College</b> HNC in Electrical Engineering – SCQF 7
<b>2012 – 2013</b>	<b>Cumernauld College</b> NC in Electronic Engineering – SCQF Level 6
<b>2007 – 2012</b>	<b>St. Maurice's High School</b> 3 Intermediates in English, Maths, Physics 3 Standards Computing Studies, Technological Studies, History

## PROFESSIONAL CERTIFICATIONS

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Cisco Certified Networking Associate (CCNA) - Routing & Switching (1&2) – Attained November 2016

Full British Computer Society Professional Member (MBCS) – Attained June 2018

Microsoft Certified Azure Fundamentals – AZ-900 – Attained September 2019

Linux Foundation Certified System Administrator – LFCS – Enrolled & In-progress

## EMPLOYMENT HISTORY

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Aug 2019 – Present      **System Administrator & DevOps Engineer** – Airpoint Ltd

### Key Responsibilities:

- Infrastructure rollout (Nagios, Linux Realms, Postfix SMTP Relay) and support of hybrid Windows & Linux Environment (Windows server 2016, Ubuntu Linux, Microsoft Azure IaaS & SaaS).
- Management of Windows Hyper-V Virtualisation solution.
- Configuration of Jenkin's Pipelines & migration to Azure Pipelines for existing code base.
- Configuration of Cisco Meraki firewall and support of existing Cisco hardware.
- Administration of Active Directory, Jira Service Desk, Apache Tomcat, OpenVPN, Microsoft Azure Repos
- Providing technical support to all staff, as well as hardware maintained on laptops, desktops and mobile phones.
- Performed on-call duties in order to maintain high availability of services.

May 2019 – Aug 2019

**IT Global Service Centre Administrator** – Velocity Technology

**Key Responsibilities:**

- Providing 1<sup>st</sup> & 2<sup>nd</sup> line IT support for multiple customers from public & private sector.
- Troubleshooting of Windows Server 2003-2016, Windows 7 & 10, UNIX (AIX & Solaris), GNU/Linux (CentOS, Debian & RedHat).
- Provided 1<sup>st</sup> line technical support for AWS hosted services.
- Administration of Active Directory, JD Edwards, VMware, Oracle OVM, Office365 etc.
- Providing customer service and ticketing service using ServiceNow portal, escalating where required to the various 3<sup>rd</sup> line support teams.
- Performed critical incident management to any customer outages.

Feb 2019 – Sept 2019

**Temporary Lecturer** – New College Lanarkshire

**Key Responsibilities:**

- Lecturing and teaching SQA curriculum units in computing between SCQF levels 4-8.
- Marking assessment materials, supporting student engagement.
- Worked as part of the Computing & Engineering teaching team to reach higher than national standards in further & higher education results.

Dec 2018 – June 2019

**Demonstrator** – University of the West of Scotland

**Key Responsibilities:**

- Facilitated & taught CCNA 1 module, teaching practical and theoretical skills needed for the Cisco CCNA qualification.
- Management of pupil's coursework submissions & support.
- Aided student engagement with module as well as providing interactive and further learning opportunities.

Aug 2017 – Nov 2018

**Student Mentor** – University of the West of Scotland

**Key Responsibilities:**

- Facilitated classes and workshops across the west of Scotland to assist students with the transition from school to Further and Higher Education.
- Supported S5, S6 and special needs students to apply for further education and manage their expectations of student life.
- Provide a point of contact regarding class work and within the university.

Jul 2015 – Aug 2015

**Sales Assistant (Temporary Position)** – NEXT PLC

**Key Responsibilities:**

- Delivered high levels of customer satisfaction by providing assistance to customers with queries relating to products, demonstrated excellent product knowledge; answered all queries and dealt with complaints in a professional manner.
- Responsible for creating attractive visual displays; ensured there were no gaps with displays and replenished as necessary.
- Ensured the store was clean and tidy and met all company standards.
- Adhered to all Health and Safety legislation.

**References Available Upon Request**