

# Andreas Gauci

## ICT Engineer / Support / Consultant / Tuition

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### SUMMARY OF SKILLS

Building repairing upgrading desktop & server machines, BIOS backup / recover / flash, lock-down. Laptop electronic component repair / replacement. Digital multi-meter diagnostics, soldering and wiring 3 / 5 pin DIN looms, VGA D-sub and Ethernet cabling.

Client facing processes and software tuition to individuals or groups.

HDD data recovery from failing platters. SSD / NAND / USB Flash.

Data security, encryption, backup & recovery processes, redundant RAID setups.

Network system security: Wireless Access Point / Repeater / Router Setups, MAC filtering. Routers (DMZ/Ports), DNS (Tables), browser leaks, BHO / virus / malware removal. Firewall open ports and states, CPU / PID priority.

CCTV installation setup and DNS / DDNS Remote Access.

Remote access support, telnet, network security vulnerability probe [Linux] tools and penetration testing.

DDoS, wireless sniff capture, PCAP, MAC spoofing, IP clone, IP leak, HTTP/S, browser leaks, compromised system alerts.

Virtual OS / Shell platforms: VMWare, Oracle VirtualBox, MS Hyper-V. Sandbox.

Network protocol analyzers troubleshooting, ARP cache table. POP IMAP FTP HTTP FAX PPPoE. DHCP, ARP, TCP, UDP, P2P, VoIP, SIP, IPv4 / v6, FTP, SMTP, DNS, NAT, SSH, SSL. VPN, VLAN, Proxy, RAS.

Printer, scanner, plotter, camera peripherals to mobile and tablet devices.

Cat5/6 cabling, network topologies, switch / router / repeater configuration, Firewall, DMZ.

BT PSTN telephone modem router to RJ11 wiring extensions / face plate fix.

HSDPA mobile 3G / 4G / 5G protocols and 3/4G signal booster setups.

Active Directory, MS Access, Microsoft Office.

Windows 95, 98, Millenium, 2000, XP, 7, 10, OS updates, registry edit. Android, Apple OS, iOS. Linux Distros. Antivirus and Malaware setup / removal.

### EXPERIENCE

#### **Contract Work: Dell Computers UK - May 2019 to Present**

Currently working regional contracts for Dell and their associates in infrastructure rollouts on Window 10 deployments. Desktop / laptops installations with dual monitor, docking stations setups, data and software accountability and migration. Hardware asset management accountability. Some client facing rollouts and tuition, setting up VPN, remote access browser portals, remote and local printer and network shares. Microsoft Office suite including OneDrive, implementing new users and supporting existing user accounts via remote access to Active Directory and Group Policy updates and administration.

#### **Self Employed: 2004 to Present**

Domestic & small business IT support covering both PC builds and installs, network installs, tuition to troubleshoot breakfix phone support or callouts. Peripheral device setups, mobile, tablet, scanner, printers, cameras, TV, Bluetooth, CCTV, Data Recovery. Also work part time in Digital Print covering hardware / network support. Using Adobe Photoshop, InDesign, Illustrator for layout, large format print output and finishing process.

**BT / Fujitsu Siemens / Kellys Comms, Fareham: 2002 to 2004**

BT / Openreach (PSTN) pole surveyor assistant both OG / UG. Diagnostic, analysis, repair, installation. DAC (digital splitters), pole to pole cable replacement. Telecoms legal street wiring. Customer work notice leaflet drops, followed by phone and door contact.

**NTL / Virgin Media / Which.net, Newport: 1998 to 2002**

3rd line technical support on a £1 a minute premium rate line support [Ofcom ratified exam] contracts. Technical support covered both Business and Domestic computer users. Covering Dial Up handshake / DTMF Fax Modems (Hays syntax script fixes) Cable & ADSL broadband modem NAT router setup, OS, drivers, PPPoE, Domain space, FTP, SMTP/IMAP/POP client setup, DNS issues, Windows TCP/IP stack refresh, ARP flush, Dynamic/Static IP, All Windows & MAC OS troubleshooting. WEB Browser / Email / OS issues. Additional Customer Support for account billing administration, credit payments / validation / adjustments. Support for cable TV box and subscriptions. Acting Creche, Senior & Co-ordinator on Duty roles. Financial credit control setups / refunds. Action client callbacks to troubleshoot fixes from escalated 1<sup>st</sup> line support callback queue. Rotating shifts.

**RotaPrint Lithographic Ltd, Wembley, London: 1989 - 1993**

Field based engineer supporting service contracts, repair and maintenance breakfixes covering mid wales to south wales to southwest england for A3 to A2 lithographic print machines and electrostatic plate makers.

**South Wales Echo Newspaper: Cardiff: 1987 - 1989**

Type-Markup Page Designer / DTP, Broadsheet / Tabloid newspaper design page layout, liaise with news editor for story & classified dept for page priority. manual & computer DTP tools used, 6-2 / 2-10 shifts.

**EDUCATION****HND Computing, Cardiff Institute of Higher Education: 1993 to 1995**

Pascal, Fortran, Cobol, C#, C++, UNIX, Assembler, JSP Software Design, Business Systems, Business Networks and Business Law, Data Protection,.

**Diploma in Bass Guitar, Musicians Institute of Technology, London: 1995 to 1997**

Music Theory / Business, Freelance

**Certificate in Further & Adult Education Teaching Certificate / FAETC UWIC Cyncoed College, Cardiff: 1999 to 2000****Diploma in ITEC Holistic Massage - Torfaen Adult Education: 2005 to 2006****Diploma in ITEC Sports & Remedial Massage - Torfaen Adult Education: 2008 to 2009****ADDITIONAL INFORMATION**

Self motivated, analytical, diligent, tenacious in research to troubleshooting a fix. Interested passionate and always learning about new emerging technologies in this varied dynamic industry. Work well both alone and as part of a team.

GDPR Policy aware.

**ACTIVITIES AND INTERESTS**

Keeping Fit, Jogging, Mountain Biking, Bush-craft Survival, Hiking, Caving, Climbing, Kayaking, with outdoor pursuit groups. Gardening, DIY, Playing Guitar, Bass, Drums.

**REFERENCES**

Available upon request

**DRIVING LICENCE**

Full

**DBS**

July 2019