Natasha Jones CV

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**PERSONAL STATEMENT**

I am looking to secure a new and challenging role, where my skills and experience in networking and security can be applied. All my life I have been dedicated to computers; both parents have interesting roles in IT and I would love to follow in their technical footsteps. I am especially interested in Cyber security/ Networks and am looking for a career in these areas.

WORK EXPERIENCE

WYG – 2nd line engineer (Part time)

January 2019 to Present

I provided internal support, prioritising and categorising, including but not limited to the following;

• Cabling

• LAN/WAN Networking

• Windows Operating Systems / 7

• Watchguard Firewall

• Avaya Telephone System Administration

• Virtualisation Support

• VMWare Horizon / • VMWare vSphere

• Citrix XenDesktop / • Citrix Studio Director

• Active Directory Support / Group Policy

• DNS

• WINS

• Domain Trusts

• DirSync

• Message tracking

• Database administration

• Incident management

• 365 migrations.

Smoothwall – Triage Engineer / 2nd line IT Operations Engineers

June 2017 to January 2019

I believe I excelled in this position. I was consistently on the top of the leader board for problems solved, I used my organisational, technical and social skills to provide a high standard of support to external clients.

My job role included the following diagnosing and implementing the following:

TCP/IP, routing and switching, VLANs, NAT

Active Directory, DNS, DHCP

Firewall access control, VPNs (IPSEC, SSL, P2P)

HTTP, HTTPS, Web proxy and filtering

Virtualisation technologies (eg VMware, Hyper-V)

Linux administration

Wireless networks and RADIUS authentication

Boundless Networks ISP – 1st line IT Tech Support

March to June 2017

It was important to use my analytic problem solving skills to gather information and then troubleshoot and resolve issues. I was tasked with providing residential and business users efficient support, working to SLA’s and milestones. By remote logging into equipment, I could resolve slow and intermittent internet connections, DFS and power issues.

Capita (VW, Skoda, Audi) – Temporary Customer Advisor

January to March 2017

I was focused on providing a first-class customer experience whilst resolving queries related to the NOX emission issue. I believe I have an excellent telephone manner and an enthusiastic approach combined with a genuine warmth and dedication to customer satisfaction.

**Sep2** - Cyber Security Engineer

October to December 2016

During this role, I was tasked with working in a small team, managing third party security solutions including Checkpoint and Juniper firewalls, End point and mail security. I did a lot of personal training in this role towards network security and was also trained one on one by an individual with 10 years of experience within the industry. This was a very technical role and I thoroughly enjoyed it, it confirmed my passion in networking and security.

**Centre of Health and Disability Assessments** - Service Desk Apprentice

September to October 2016

My responsibilities in this role include the recording and managing of the distribution of stock, including phones, Wyse terminals and laptops. I also leaded a taskforce to implement a new database which would improve efficiency and increase the ease of data input.

**EMIS** – Call Consultant Work Experience

January 2015

After paid working at EMIS I then was invited back for work experience as part of my networking course at college

**EMIS** – Technical Support Summer holidays employment 2014

This job involved me listening to customer problems, diagnosing them and then fixing these computer issues. My technical skills were pushed to their limits and I enjoyed learning so much about the job and the workplace. Since this was just a summer job, I learned very quickly and I excelled in this very practical and technical job.

**Presentation for Squire Sanders Law Firm (merged into Patton Boggs) S**ummer 2013

As part of an extra curriculum activity, in a team project we had to create a functioning law firm and to present using PowerPoint and a talk to a prestigious law firm. My group unfortunately failed to attend so I was left to create and present the presentation by myself. I got a specific award for dedication since my team had left me to write and perform to the Law Firm Squire Sanders alone.

**NCS 360 Volunteering** - August for 4 weeks 2012

I was involved in a mass volunteering scheme in which I gardened in an old folk’s home to improve their life. The first two weeks were dedicated to new experiences

**EDUCATION**

**Leeds City Technology College – Sept 2014 – June 2016**   
**Extended Diploma Level 3 Computer Networking Y2 – DDDDDDDD (Distinction)**  
Managing Networks  
Networked Systems Security  
Object Orientated Programming  
System Analysis and Design  
Database Design  
Human Computer Interaction  
Controlling Systems using ICT  
Website Production  
CCNA 2 – Pass July 2016

**Diploma Level 3 Computer Networking Y1 – DDDDDMMPP**Employability Skills  
Information Systems  
Computer Networks  
IT Technical Support  
IT Systems and Repair  
Computer System Architecture  
Maintaining Computer Systems  
**CCNA 1 Cisco –** Pass - July 2015

**Lawnswood High School Sept 2008 – June 2014**

A2 English Language C  
A2 ICT D  
A2 History D

GCSEs A-C in 7 subjects including IT, English and Maths

**PERSONAL INTERESTS**

Reading Sci-fi and fantasy books (P.C Cast and Elizabeth Moon).

I also love travelling I have been to remote locations such as Albania, The Gambia and Egypt. I also have ambitions to travel more. I currently do belly dancing lessons once a week which I really enjoy.

**REFERENCES**

Andrew Yoward

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