**George Harden  
Curriculum vitae**  
**Mobile Phone: 07871849082**

**Email:** [**G.harden@outlook.com**](mailto:G.harden@outlook.com)

**Personal Profile**

A highly reliable technical support engineer with a strong work ethic and high standard of customer support, looking to further my experience within field-based techincal support for an ambitious and expanding company. I am comfortable as part of a team or independently working, in the office or off site and in remote locations, for instance, I have recently worked in rural and more inaccesible areas, using wireless technologies such as Ubiquiti and Mimosa, to provide the installation, maintenance and support of broadband in these areas.

In my personal life, I enjoy gaming on my PC and going to the gym to improve my health, I am also in a band with my brother where I play bass guitar.

**Skills and Training**

* MTCNA
* Level 3 Diploma in Professional  
  Competence for IT and Telecoms  
  Professionals
* BTEC Level 3 Extended Diploma in ICT Systems and Principles
* Functional skills, Maths L2, English L2 and ICT L2
* Certified Fire warden
* SIA licenced door supervisor

**Work Experience**

**SIA door supervisor  
March 2019 to Present**

* Violation and hazard detection.
* Dealing with the exclusion of prohibited articles and/or contraband.
* Ability to select an effective course of action appropriate to any current situation while following company procedures.
* Work outdoors in adverse weather conditions.
* Mediating in conflict situations.
* Warning people in a professional manner of rule infractions or violations.
* Dealing with unruly people in a diplomatic way.

**Network Engineer  
Inventry ltd  
November 2018 to February 2019**

* Providing support to implement and administer Checkpoint, Lan, Wan, Wlan, Gans, VoIP and Cloud architecture.
* Providing support to implement and administer Perimeter security systems such as Checkpoint Firewalls and on premise.
* Providing environments to support end to end and System Integration Testing
* To ensure incident/requests are dealt with quickly, ensure networks recoverable, monitored and maintained to ensure maximum availability.
* Manage and monitor access, IDS, Firewalls and engage in security and regulatory processes.
* Take ownership of specific issues and take action required to resolve these two agreed deadlines and positive responses, including Network patches and security updates

**Operations Engineer  
Smoothwall ltd  
May 2018 to October 2018**

* Providing support to implement and administer Checkpoint, Lan, Wan, Wlan, Gans, VoIP and Cloud architecture.
* Providing support to implement and administer Perimeter security systems such as Checkpoint Firewalls and on premise.
* Providing environments to support end to end and System Integration Testing
* To ensure incident/requests are dealt with quickly, ensure networks recoverable, monitored and maintained to ensure maximum availability.
* Manage and monitor access, IDS, Firewalls and engage in security and regulatory processes.
* Take ownership of specific issues and take action required to resolve these two agreed deadlines and positive responses, including Network patches and security updates
* To own the network ensuring proper controls in place for access rights and permissions. Adhere to managed controls for adding new users to the environments.
* Responsible for all routine tasks associated with operating and controlling the installed hardware and software. This may include multiple hardware or software platforms. Uses standard procedures and tools to carry out defined system backups, restoring data and config's where necessary.
* Carry out required monitoring, logging and reporting tasks. Acts on known errors and documented workarounds, logging such actions and advising when management or specialist attention is required.

**2nd Line Technical Support Engineer  
Boundless Networks Limited  
April 2016 to April 2018**

* To provide 2nd line technical support queries professionally and efficiently, maintaining a high degree of customer service
* To ensure that all SLA's are met
* To work effectively and productively with 3rd line support
* To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site
* To document all calls on the call logging system
* To maintain user security on all systems
* Supporting users in the use of Computer equipment by providing necessary training and advice
* Configure and repair costumer equipment for on site installation

**Technical Support Engineer  
Talk Straight & Schools broadband  
December 2014 to April 2016**

* Managing customer systems and responding to monitoring alarms
* Installation, troubleshooting configuration and support of a range of technologies
* Liaising with 3rd party suppliers
* Escalation of cases to 2nd and 3rd line
* Dealing with incoming calls and emails
* Assign incoming tickets and escalate where needed

**Education**

Crawshaw Academy: 2009 – 2014 GCSEs and As levels

**References**

Matthew Hattersley, Technical Director at Talk Straight Schools Broadband. 01133222333, [Matthew.hattersley@talk-stra](mailto:Matthew.hattersley@talk-straight.com) [HYPERLINK "mailto:Matthew.hattersley@talk-straight.com"](mailto:Matthew.hattersley@talk-straight.com)

David Burns, Technical Director at Boundless Networks, 01133203737, david.burns@boundlessnetworks.co.uk