# Contact Details

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# Personal Summary

A highly competent and enthusiastic IT professional with experience providing technical assistance and advice to customers and clients across a variety of platforms and services. Extremely focused, with a robust understanding of multiple forms of troubleshooting procedures, and top level positioning skills. I have demonstrated a great record of accomplishment and quick promotion due to adaptability/flexibility in all assumed roles, demonstrating a clear determination towards personal development. In line with this, I am currently seeking the next big career step with the right company; preferably looking to make this move longer term, and within a DevOps environment.

# Work Experience

*Leidos UK - Jan 2019 – Present*

Service Desk Analyst

* Follow/write Service Management Centre procedure that aligns to ITIL framework to achieve KPIs/SLAs.
* Change/Problem/Knowledge/Incident/Major Incident management (particular focus on change).
* Perform monthly Prod and Dev patching for customers.
* Monitor and handle overflow from other departments.
* Identify and automate time intensive and repetitive tasks via self-created tools made from a variety of resources (Python, Java, Javascript, HTML, Electron, etc).

*Proact IT - May 2018 – Jan 2019*

Operations TeamTechnical Consultant

* Log/follow up on alerts (P1-P4), meet SLAs & resolve/escalate as required.
* Liaise with vendors as required for hardware issues/replacements.
* Use Windows/Data Ontap environments, with third party & internal tools for triage/issue resolution.
* Report issues with procedural documentation or information.
* Perform as an intermediary between first and second line, handling second line overflow (snap mirror/snap vault lags, snap drive/volume/aggregate/LUN capacity, CPU/ Memory utilisation, VMDKs, etc.).

*Symantec - January 2018 – May 2018*

Technical Support Advisor

* Tier one technical support for all issues relating to Norton suite.
* Assisted customers with achieving first call resolution on their issues, and when not possible escalated to appropriate department.
* Windows environment & internally developed tools (ticketing, logging, etc.)

*Apple - November 2015 - December 2017*

Technical Support AppleCare (advisor and manager)

* iOS Tier 1 & Tier 2 (UK, EMEA, US, and Australia)
* Mac+ Tier 1 & Tier 2 (UK, EMEA, US, and Australia)
* Tier two support for all Apple products and services (including Beats by Dre).
* Acted as final point of escalation for customer and technical issues.
* Liaised directly with Apple HQ engineers to address any relevant issues or bugs for the development of solutions and fixes.
* Held final say on all decisions relating to case outcomes.
* Mentored and trained Tier 1 & 2 iOS and Mac+ colleagues as required.
* Wrote training and knowledge base documentation for company procedural elements such as 2-Factor Authentication.

# Academic Qualifications

* North Glasgow College - NQ Music - Aug 2005/July 2006
* North Glasgow College - HND Music Performance - Aug 2009/July 2011
* University of the West of Scotland - BA/Honours Commercial Music - Sept 2011/ July 2013
* Glasgow Central College - Italian 1 - March 2011/June2011Glasgow Gaelic

School - Gaelic A - April 2014/July2014

# Professional Skills

* Windows (server & desktop), All Apple platforms, Linux (CLI & GUI), UNIX (NetApp Data ONTAP).
* PC build and repair (hardware and peripherals).
* TCP/IP, Fundamental Vulnerability Management, and Dynamic Malware Analysis certificates.
* Virtualisation & Patching: VMWare, VSphere, Virtual Box, Horizon.
* Programming: Python, Java, C#, Javascript, Json, Node.js, Electron, Selenium, Git Hub/Bash/Flow, etc.
* Desktop/Web App Building: ADK, HTML, CSS, Javascript, etc.
* Code Editors: Visual Studio, Visual Studio Code, PyCharm, IDLE.
* MS Office Suite and Apple equivalent.
* Change Management: Remedy.
* User Acceptance Testing.
* Misc.: Bomgar, SafeView, ServiceNow, TopDesk, iDesk, Putty, RDP, TeamViewer, AD, CMD, Terminal.
* Pursuing CompTIA A+, Security+, Network+, and several self-study courses.
* Current pursuits: Jenkins, Terraform, Docker, AWS, Agile, UX.

# Personal Skills

* Excellent communication skills: both written and verbal.
* Extensive customer service experience (telephone and client facing).
* Strong problem solving skills and fine attention to detail.
* Flexible approach to tasks and unfazed in high-pressure environments.
* Highly enthusiastic about skill development and learning.
* Great in both solo and team environments.

**Other Skills**

* Professional and award winning composer for film, game, and other media.
* Multi-instrumentalist with touring, session, and studio experience.
* Music teacher (both self-employed and with Glasgow City Council).
* Intermediate proficiency with Greek and basic proficiency with Gáidhlig.
* Over ten years of experience in various martial arts: practitioner and instructor.

References - Available upon request