

Jordan Bradfield

Phone: +44 7729 484582

Email: jordgarvi@hotmail.com

LinkedIn: [linkedin.com/in/jordan-bradfield](https://www.linkedin.com/in/jordan-bradfield)

GitHub: github.com/jordgarvi

Professional Summary

Freelance IT Support professional offering remote-first services to individuals and small businesses. Skilled in troubleshooting, user support, system configuration, and documentation. Actively building hands on experience via a dedicated home lab and real-world scenarios. Obtained CompTIA A+ and continually expanding capabilities in systems administration, networking and technical problem solving. Committed to delivering dependable, user-friendly solutions and building long term client relationships.

Freelance Services Offered

- Remote tech support and troubleshooting (Windows/Linux/macOS)
 - Virtual machine setup and system provisioning (VirtualBox, Proxmox)
 - Firewall configuration and security checks (Windows Firewall, UFW)
 - Basic network diagnostics and configuration (IP, DNS, DHCP)
 - User account management and backup solutions for small teams
 - Device setup and support for individuals and microbusinesses
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Technical Skills

- **OS:** Windows 10/11, Ubuntu Linux, Proxmox VE
 - **Networking:** TCP/IP, DHCP, DNS, NAT, IPv4, Subnetting
 - **Support Tools:** Service desk systems, remote access, GitHub
 - **Software:** Microsoft 365, VirtualBox, Proxmox, GParted
 - **Hardware:** Desktop/laptop builds, peripherals, fault diagnosis
 - **Security:** User permissions, firewalls, patch management basics
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Home Lab Projects

- Set up Windows Server and Ubuntu VMs on Proxmox and VirtualBox
 - Configured Active Directory users, groups, password policies
 - Managed file sharing and permissions on Linux and Windows
 - Simulated support ticket triage and response with documentation
 - Performed firewall audits and locked down open ports
 - Built GitHub repo documenting support and system admin tasks
 - ↳ [real-world-it-ticket-simulation-lab](#)
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Certifications & Licenses

- **CompTIA IT Fundamentals (ITF+) – Certified** (April 2025)
 - **CompTIA A+ – Certified** (July 2025)
 - **Proxmox VE 8: A Comprehensive Virtualization Course (Udemy)**
Hands on training in virtual machine creation, Proxmox networking, and storage configuration
 - **The Git & GitHub Bootcamp (Udemy)**
Source control fundamentals, pull requests, repo management
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Languages

- **European Portuguese (A2 Level)**
Able to hold basic conversations, read/write simple texts, and interact in everyday situations.
Studying actively and maintaining a GitHub study log:
↳ [portuguese-study-deck](#)
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Work Experience

Home Lab Projects

Self directed technical projects designed to build practical IT skills and real world problem solving experience.

- Deployed and maintained virtual machines using Proxmox VE and VirtualBox (Windows Server & Ubuntu)
- Configured and tested DHCP, DNS, NAT, and firewall rules in isolated virtual environments
- Set up and managed Active Directory, including user/group policies and login restrictions
- Performed OS installations, remote access configuration, and troubleshooting simulations
- Documented labs, issues, and resolutions in GitHub repo: [real-world-it-ticket-simulation-lab](#)

Healthcare Assistant – NHS Professionals

June 2006 – Present

- Delivered compassionate, hands on care in hospital and community settings across multiple wards
 - Supported patient mobility, hygiene, nutrition, and emotional well-being under time sensitive conditions
 - Accurately recorded patient observations and maintained confidentiality in all documentation
 - Worked collaboratively within multidisciplinary teams, following procedures and escalating care concerns appropriately
 - Frequently adapted to digital systems for rotas, notes and records, developing confidence with clinical IT tools
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Education & Training

- **CompTIA IT Fundamentals (Completed)**
- **CompTIA A+ Certification (Completed)**
- **Various Online Courses – Self-study & Udemy**
 - Git, GitHub, HTML/CSS/JavaScript Foundations

- Proxmox, Linux system tools, VM configuration
- **Portuguese A2 (Ongoing)**