

## Joe Szolcek

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## Professional Summary

Enthusiastic and security oriented aspiring IT Technician with CompTIA A+, Network+, Security+ certifications plus 3 years of customer service experience in a UK law firm. Hands-on experience with; managing a virtualised homelab, troubleshooting various hardware/software issues, knowledge of ServiceNow and Spiceworks. Passionate about helping users with their IT challenges—diagnosing, resolving, escalating, and documenting issues efficiently—whilst continually expanding MY knowledge and technical skills in a professional environment.

## Certifications & Training

- CompTIA Security+ | 2025
- CompTIA Network+ | 2025
- Google IT Support Certificate | 2025
- CompTIA A+ | 2024
- Microsoft Azure Fundamentals (AZ-900) | 2024
- ~~CS50 (Harvard) Introduction to Computer Science~~
- Virtualised Home Lab: Windows Server, AD, pfSense VPN, VLAN troubleshooting
- Custom PC Building: Design, hardware assembly, and optimisation (overclocking)

## Key Skills

- **IT Support & Troubleshooting:** Diagnosing/resolving hardware, software, and network issues (TCP/IP, DHCP, VLANs).
- **Customer-Focused Service:** Explaining technical solutions clearly; strong verbal and written communication.
- **Hardware & Device Management:** PCs, laptops, printers, copiers, iOS/macOS devices; imaging and device setup.
- **Networking & Infrastructure:** Routers, switches, VLANs, DHCP, DNS, Active Directory user management, network troubleshooting, and firewall configuration.
- **Windows & Linux:** Windows 10/11, Server 2016/2022, Office 365, Google Suite, AV meeting-room tech, shell scripting, user/group management.
- **Scripting & automation** — PowerShell for routine tasks and AutoHotkey (AHK) for desktop automation, and the basics of Terraform for IaC provisioning.

## **Professional Experience**

### **Part-Time Freelance Website Creator/Designer** | Self-Employed | 2021–Present

- Designed, developed and launched 10+ responsive websites for small business clients using HTML, CSS and JavaScript.

### **Painter & Decorator** | Self-Employed | 2019–2025

- Completed residential and small commercial interior/exterior painting and decorating projects from preparation to finish.
- Matched colours, applied paints, and ensured consistent, high-quality results in line with client expectations.
- Managed scheduling, materials, and client communication to deliver projects on time and within budget.

### **Legal Administrator & Customer Support** | Braddon & Snow Solicitors | 2013–2016

- Assisted colleagues with everyday IT tasks: emailing attachments, converting documents to PDF, setting up printers and basic device troubleshooting.
- Created VBA macro templates and documentation to streamline contract and billing creation—cut contract drafting time by as much as 90%.
- Delivered clear, timely customer support via phone, email and in person; liaised with government bodies and partners.

### **Chef** | Rose's Restaurant (Gozo, Malta) | 2017–2019

- Worked in a fast-paced, team-oriented kitchen; utilising time-management, multi-tasking and efficient communication skills.

## **Education**

A-Levels – Richard Hale Science College, 2011

- Biology (B) | Psychology (C) | Economics (C)

## **Interests & Hobbies**

- PC Gaming & Custom Hardware Builds
- Football and Badminton (local clubs)
- Psychology