

**Joe Szolcek**

07568 423785 • [j.szolcek@yahoo.com](mailto:j.szolcek@yahoo.com) • [linkedin.com/in/joe-szolcek](https://www.linkedin.com/in/joe-szolcek)

## Professional Summary

IT Technician with CompTIA A+, Network+, MS Azure Fundamentals (AZ-900) certifications and a genuine passion for IT. Over three years of hands-on customer support experience in a legal firm environment, addressing hardware and software issues and streamlining workflows with custom macros.

## Certifications & Training

- **CompTIA Network+ | 2025**
- **CompTIA A+ | 2024**
- **Microsoft Azure Fundamentals (AZ-900) | 2025**
- **ITIL4** – self studied
- **Virtualized Home Lab (Project)** – Configured and managed a Windows Server 2022 environment (Active Directory, pfSense VPN, VLANs) for hands-on networking practice.
- **Cloud Deployment & Automation (Project)**: Used Terraform to deploy Azure infrastructure, automate VM setup with GitHub-hosted scripts, configure RBAC roles, setup Key Vault, and Azure Monitor alerts; integrated CI/CD with GitHub Actions. Maintained documentation throughout.
- **CS50 (Harvard)**: Introduction to Computer Science course.
- **Custom PC Building**: Built and upgraded multiple home PC systems.

## Skills and Experience

- **Network Troubleshooting**: Diagnosed and resolved connectivity issues, including TCP/IP, DHCP, DNS, VLANs, and routing/switching.
- **Customer Support**: Provided responsive support via phone, email, and in-person, liaising with clients, government bodies, and external agencies to resolve queries.
- **Infrastructure & Configuration**: Managed Active Directory user accounts, Microsoft Office 365, and virtualization platforms (Proxmox, VirtualBox); performed hardware maintenance, system imaging, and upgrades (GPUs, printers, etc.).
- **Security & Firewalls**: Implemented VPN solutions and configured firewalls, following network security best practices.
- **Monitoring & Documentation**: Utilized network monitoring tools and ticketing systems to track issues; created and maintained IT documentation.
- **Web Development**: Created websites using HTML, CSS, and JavaScript (<https://jszolcek.github.io/index.html>).
- **Graphic Design**: Designed logos using Adobe Photoshop and GIMP to enhance brand identity.

- **Problem-Solving & Teamwork:** Strong analytical skills and a proactive mindset; collaborative team member with effective communication abilities.
- **Scripting & Automation:** Familiar with PowerShell, VBScript, Terraform, and Python. Automated deployments and built tools to improve support efficiency.

## Previous Professional Experience

### Office Administrator & Customer Support | Braddon & Snow Solicitors | 2013-2019

- Delivered customer support via phone, email, and in-person, ensuring timely issue resolution.
- Provided IT support for office devices and colleagues, troubleshooting hardware and software issues.
- Streamlined repetitive tasks, such as contract creation and spreadsheet calculations, by creating macro templates.

### Culinary Chef | Rose's Restaurant | 2020-2024

- Managed high-pressure kitchen operations, worked within a team to deliver consistent quality.
- Developed strong time management, multitasking, and communication skills.

## Education

- A-Levels: Biology (B), Psychology (C), Economics (C) - Richard Hale Science College

## Interests & Hobbies

- **Networking & Virtualisation:** Experimenting with homelab virtualised setups (Proxmox, Windows Server, pfSense, Jellyfin, Plex, VM's)
- **PC Gaming & Hardware:** Building and optimizing custom PC systems to run new games at highest settings.
- **Website Creation:** Foundational knowledge of HTML5, CSS, JS, SQL.
- **Continuous Learning:** Exploring automation, network security, cloud, and AI.

## Technical Skills

Hardware and software troubleshooting, TCP/IP, DHCP, VLANs, DNS, routing and switching, Windows 11, Active Directory, Office 365, cloud computing, virtualization, VPNs, firewalls, network security, ticketing system, custom PC building, hardware maintenance, imaging, ITIL4, Azure, ITIL4 best practices.