**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,

utilising ServiceNow and Spiceworks ITSM tools. 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.

### Key Skills

* **1st Line IT Support & Troubleshooting** – Diagnosing/resolving hardware, software, and network issues (Windows, Office 365, TCP/IP, DHCP, DNS, VLANs).
* **Customer-Focused Service** – Clear and confident communication, ensuring user satisfaction and building positive relationships.
* **Systems & Infrastructure** – Windows 10/11, Windows Server 2016/2022, Active Directory, Group Policy, printer/device setup, basic Linux administration.
* **Cloud & Virtualisation** – Microsoft Azure (AZ-900), virtualised homelab with Windows Server, pfSense VPN, VLAN configuration.
* **Scripting & Automation** – PowerShell for user/admin tasks, AutoHotkey for automation, foundational Terraform for Infrastructure-as-Code.
* **Documentation & Process** – Experience using ServiceNow and Spiceworks; understand the value of clear knowledge base articles and process adherence.

### 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
* Custom PC Building: Design, hardware assembly, and optimisation (overclocking)
* Virtualised Home Lab: Windows Server, AD, pfSense VPN, VLAN troubleshooting

**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
* Psychology & Problem-Solving
* Football and Badminton