

# Kieron Eager

I am an analytically driven IT Engineer with 4+ years of experience within IT, Engineering and Security.

I moved into the technology field after graduating from Sheffield Hallam University in 2019 with a degree in Forensic Accounting. Enjoying a short stint as an Intern, I was introduced to elements of hardware maintenance, networking, scripting, troubleshooting and 1st line support.

I currently work at Sharp Gaming, in an IT Engineering role. I work alongside software development and business stakeholders to uphold the security, performance and sustainability of the platform.

September 2016 – July 2019

## **BA Forensic Accounting Sheffield Hallam University**

In my final year, I specialized in fraud prevention, supporting a local fintech start-up with a report on fraud trends and mitigation. I earned top marks in Business Econ and Forensic Fraud Examination, served on the FAB Society board, and completed a mentorship with PwC.

## **Microsoft Office Specialist**

### **ITIL Certified**

### **Agile Methodology**

**IT Support Experience:** 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> line support roles

**SQL Knowledge:** MySQL and SQL server

**Splunk:** Experience creating queries, dashboards and tools to automate investigation

**Microsoft:** O365, Azure, Entra, 3<sup>rd</sup> party integrations

### **Automation and Scripting:**

Python, PowerShell, SPL, and SQL

**Triage:** Experience prioritizing and investigating incidents

**Troubleshooting:** Hardware and software issues

**DevOps Experience:** Release support and JIRA processes

**Documentation:** Experience crafting technical and non-technical documentation

2023 – Current

## **IT Online Support Engineer Sharp Gaming**

I liaise with stakeholders to advance ongoing IT projects, monitor tools like Splunk and Instana to proactively address website and retail infrastructure issues, and triage IT tickets, prioritizing and investigating incidents. I serve as an escalation point for the service desk and other departments, complete scheduled changes and maintenance, including out-of-hours support, and improve administrative efficiency through automation using scripting and API integrations. Additionally, I am responsible for responding to queries, alerts, and priority incidents where an engineer is required, ensuring seamless business operations.

2021 - 2023

## **Junior Security Analyst LAD Bible Group**

I supervised security and tech operations, secured the Meraki network, and managed device lifecycles and assets through an MDM. I reviewed SIEM and responded to alerts, supported the IT team by addressing helpdesk queries and serving as an escalation point. I championed critical projects from the organization's roadmap, including updating access control systems and email servers, and introduced comprehensive global cybersecurity, IT, and GDPR training inductions. I enhanced our identity management system with SCIM/SAML SSO for our cloud-based estate and liaised with external auditors for the successful LSE stock exchange listing in 2021.

2020 – 2021

## **Certification Engineer ICC Solutions**

In my first IT role out of university, I analyzed card payment terminals and provided certification up to EMV Level 3. I consulted with acquirer banks, card payment brands (VISA, MasterCard), and compliance standards such as PCI and EMV to improve payment security. I reported key findings to relevant authorities and partnered with a large team of certification engineers to coordinate complex projects and meet SLAs with the acquirer, ensuring stringent security standards were maintained.

September 2014 – June 2016

#### **4 A-Level Passes (A\*-C)** **Carmel College**

Achieved four A-Levels, excelling in Mathematics (A) and securing passes in Business, Statistics, and Media. Engaged in extra-curricular activities, including Chess and Coding, demonstrating analytical thinking and technical skills.

**Compliance Experience:** PCI, EMV(L3), ISO27001, SecEssentials+ and GDPR/DPA data laws

**Infrastructure Experience:** Windows Server, Linux, Docker and VMware

**Cyber Security Open University Certification**

**Data Analysis:** Power BI, Grafana, Instana and Splunk

**Web Development:** HTML, CSS, JavaScript

2019 – 2020

#### **Information Technology Internship** **LAD Bible Group**

I joined LAD Bible Group as an intern, gaining a wide range of IT skills including networking, hardware troubleshooting, asset management, service desk processes, and 3rd party integrations. Key projects included analyzing global device inventory and providing management solutions. This internship was completed alongside a part-time job, funding my work experience and my initial breakthrough into IT.

### References

Can be available upon request. Please reach out via the keager.net homepage contact section for further information on this.

### Volunteering Experience and Leadership

#### **Scouting**

I was selected to represent the UK at the 23rd World Scout Jamboree in Japan, which included home hospitality, three weeks of camping, and a tour of Tokyo, Hiroshima, and Osaka. I achieved the Chief Scout Gold award for outstanding service over 10+ years, demonstrating leadership qualities in my role as patrol leader. As part of a scout activity, I climbed the height of Everest in 24 hours on a climbing wall to raise funds for a new roof on our scout hut. Additionally, I now teach the younger generation of scouts' basic survival skills such as knot tying and camp cooking on a part-time basis.

#### **Kidney Research UK**

I competed in the Great North Run to raise money for Kidney Research UK. Whilst I am not competing in this year's event, I am improving my fitness with the aim of participating in the London Marathon next year to raise more money.

#### **Fire Marshal**

I am certified as a Fire Marshal by the Red Cross, as part of a wider team within Steam Packet House. Main responsibilities include leading all staff outside during the event of a fire and liaising with the firefighters to provide information on the incident.

### Contact Information



@kleroneager



keager.net

### Other Information

#### **Driving License**

Full UK Driving License

#### **Right to Work (UK)**

British Citizen