Jack Rimes

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Personal Statement

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An experienced IT professional with 5+ years technical experience implementing and supporting Identity Management solutions within the IT industry.

A fast learner with the drive to become proficient in new technologies that is able to communicate effectively with people at all technical skill levels.

I have always enjoyed learning and I am keen to learn new skills and prove myself.

Key Skills

- VMware, Linux, AWS, Windows OS
- Federation standards (SAML 2.0, Oauth 2.0, OIDC)
- 2FA/MFA
- HTTP/HTTPS, SSL/TLS, REST APIs
- LDAP, SCIM
- PingFederate
- PingAccess
- PingDirectory
- Microfocus Identity Manager
- eDirectory
- Active Directory
- Office 365
- AWS administration
- Excellent communication skills, both written and verbal
- Efficient and logical approach to problem determination and problem source identification
- Ability to remain calm under pressure
- Adaptable, with a readiness to learn new skills
- Approachable and always willing to share expertise

Certifications & Achievements

City and Guilds Level 3 in IT
2020-02 -Ping Identity Certified Professional - PingAccess
2020-01 -Ping Identity Certified Professional - PingFederate

ProofID's Director's Award - In which all five directors at ProofID voted for an individual to win this award. This was presented to me for going above and beyond for both the customer and the company and always willing to help out within the organsiation no matter what.

Earlier in my career ProofID acquired a new company in Colorado Springs and we had the challenge of getting their managed services team up to speed with our processes and customer base. I offered to go over to Colorado to assist their managed services team with getting up to speed. I spent a total of 3 weeks there in which I worked with the Managed Services Manager and the team to get them working to the same standards as the UK MSV team.

At ProofID we worked with a lot of large enterprise customers and we needed to ensure that the MSV team were up to speed with all the changes that were being implemented by the PS team. I was asked if I would go onsite with the customer and work with the ProofID PS team to gain knowledge and experience to feedback to the MSV team to ensure we were all on the same page. This was a great experience as I got to work in and around the customer's teams and assist with complex issues and take part in overnight go-lives.

Our UK Managed Services team was split into two teams, Cloud based customers (Enterprise) & On premise solution team. I was part of the Cloud based team. During the Covid pandemic members of the On premise solution team were placed on Furlough which left the team a few members down. I was asked to join the On premise team to keep the business running as usual. Without hesitation I accepted this and got straight into working with the team. I managed to reduce their total tickets opened significantly and ensured all SLA targets were met. This was a challenge, but I was able to adapt quickly to the situation and ensured we as a team remained successful.

KFC: August 2023 - October 2023

KFC team member:

- I developed my customer service, teamwork, and time management skills, all of which are transferable and valuable in any job, including IT

- I viewed this experience as an opportunity to broaden my skill set and maintain an active work routine, all while remaining patient for the ideal IT role that aligns with my career goals

- It also demonstrated my adaptability and commitment to staying productive and engaged, even during transitional phases in my career

Career break, Health & Wellbeing: October 2022 - August 2023

- I proactively took a career break to prioritise my mental health and well-being, assisted with a friend of the family's dog walking business to maintain a routine and also helped with their website.

- This dedicated time allowed me to focus on self-care and personal growth, this helped me reinforce my commitment to maintaining a healthy work-life balance.
- I am now eager and fully prepared to rejoin the workforce with renewed energy, resilience, and a steadfast commitment to contributing my skills and expertise to the professional world.

ProofID Ltd, Manchester: May 2016 – October 2022

Senior Managed Services Engineer:
December 2020 – October 2022

- Training and mentoring less experienced team members
- SME and Escalation point for complex incidents and changes
- Managing my own ticket queue and resolving issues within agreed SLAs
- Working on a customer site to gain knowledge and experience of complex SSO solutions being implemented.

- AWS administration including certificate replacement and configuration

2nd line Managed Services Engineer and Primary technical contact:
May 2017 – December 2020

- Managing my own ticket queue resolving all issues within agreed SLAs
- Dealing with customers by phone and email, and holding remote sessions where necessary to get the information required
- Troubleshooting and resolving issues via the command line and server log files.
- Providing assistance and training for less experienced staff
- The named Primary contact for multiple enterprise customers, answering initial queries or questions in a timely and efficient manner.
- Production of Root Cause Analysis documents following any P1 or P2 issues on my customers
- Attending meetings with Service delivery managers and stakeholders to provide technical explanations that can be understood by non-technical staff.
- Providing 24X7 support for critical issues for all managed service customers on a 24x7 rota basis.

Apprentice Managed Services Engineer:
May 2016 – May 2017

- Monitoring the support inbox and providing meaningful initial responses to customers.
- Taking ownership of tickets through their lifetime from logging to resolution
- Learning routine fixes from more experienced staff, and documenting solutions on the knowledge base as they are discovered.

Education

Manchester Communication Academy

6 GCSEs (A-C) inc. Math and English
B-tech (distinction) in ICT

Hobbies & Interests

- Built my own Gaming PC, which I keep updated
- Football
- Learning new things (i.e some coding languages)
- Daily Walks