



# Shaun Knapper

I T P r o f e s s i o n a l

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## A B O U T M E

*An enthusiastic and self-motivated individual quick to learn.*

Determined to succeed and equally effective working within a team or independently. Looking for an exciting career in the field of IT, IT Security and computer networking. Seeking a challenging and rewarding position, which will utilise my knowledge and skills to their best effect.

## S K I L L S

- ISO 27001 Appreciation, Interpretation and Implementation
- IT & Information Security Management
- Computer and Server Hardware and Software
- Windows, MacOS X, Linux
- ITIL, Service Delivery
- Technical Support
- Computer Networking
- IT Service Management
- Virtualization
- Incident Management
- Enterprise Solution Architecture

## E D U C A T I O N

ISO 27001 Appreciation, Interpretation and Implementation

Lloyd's Register LRQA  
2014

Windows Server Planning and Maintaining  
Microsoft  
2011

Web Design, Development, Management  
Open University  
2006

Other (1998-2006)  
Diploma for IT Professionals (Newcastle-under-Lyme College)  
Various (St Margaret Ward RC High School)

## E X P E R I E N C E

IT Professional / Contractor

*Knappstar MG - 2015-Present*

Implementing and maintaining IT solutions for small to medium businesses.

- Advising on IT and Security Strategy
- Maintaining existing IT Infrastructure
- Advising on relevant new and upcoming technologies

IT Security Manager

*Dayinsure.com Limited - 2009-2015*

Ensuring IT and information security within the business for both employees and customer information as well as architecting, implementing and maintaining IT Infrastructure.

- Ensure data security with regular testing and validation with external partners
- Maintain relationships with customers and business partners.
- Implement and maintain IT infrastructure.

2<sup>nd</sup> Line Support Analyst

*Atos Origin / UK Ministry of Justice - 2009*

Respond to customer calls on the service desk and give timely and effective results.

- Maintain IT systems
- Upgrade IT infrastructure
- Minimise downtime and respond to customer queries.

Previous roles:

Service Desk Analyst (Tata Consultancy Services / Phones4u UK)  
Desktop Engineer (Celestica / UK Ministry of Defence)