

# GLEN HARDING

## Junior Software Developer / ICT Support Technician

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GitHub: <https://github.com/nelg62>, Portfolio: <https://nelg62.github.io/>

### SUMMARY

Certified software engineer with expertise in full-stack development (React, Node.js, MySQL) and 5+ years in IT support. Recently completed a professional certificate in software engineering from the Institute of Data (AUT). Passionate about problem-solving, troubleshooting, and developing scalable, user-friendly applications. Hands-on experience in networking, system support, and cloud services. Seeking to bridge IT support and software development by leveraging both technical and troubleshooting skills.

### SKILLS

- **Frontend:** JavaScript, TypeScript, React, Next.js, Tailwind CSS
- **Backend:** Node.js, Express, MySQL, MongoDB, RESTful APIs
- **DevOps & Tools:** Git, GitHub Actions, Docker, AWS (Elastic Beanstalk, EC2)
- **IT Support:** Office 365, Active Directory, Windows Server, SCCM
- **Network & Security:** DNS, DHCP, VPNs, Firewalls
- **IT Tools:** 3CX, TeamViewer, HaloPSA
- **Soft Skills:** Problem-Solving, Troubleshooting, Communication, Client-Focused Mindset, Adaptability, Continuous Learning

### EXPERIENCE

#### Teaching Assistant (Short-Term Contract)

**Institute of Data** | 2025

- Support students with software engineering lab sessions.
- Assisted students remotely, troubleshooting coding challenges and answering questions.
- Monitored student progress, provided feedback, and marked lab work for accuracy.

#### Service Desk Engineer

**Foundation Partners Limited** | 2023 - 2024

- Resolved Level 1 and 2 technical issues for medium and large businesses.
- Diagnosed and troubleshoot network, server, and software issues using 3CX, TeamViewer, and HaloPSA.
- Worked with senior engineers to implement IT solutions that improved system efficiency.
- Maintained documentation for recurring issues, helping optimise troubleshooting workflows.

#### ICT Support Technician

**Fusion Tech Limited** | 2019 - 2023

- Delivered IT support for clients, ensuring smooth operations for small and mid-sized businesses.
- Managed Office 365, Active Directory, and network security solutions, improving system uptime.
- Configured and deployed hardware, software, and cloud-based services.
- Provided onsite and remote troubleshooting.

#### ICT Support Technician

**Darkwing Corporation Limited** | 2018 - 2019

- Specialised in troubleshooting Mac devices, system recovery, and OS-related issues.
- Installed, configured, and maintained network services and business software.
- Utilise backup and cloning tools (Time Machine, Shadow Protect) to restore systems efficiently.

## PROJECTS

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### Full-Stack E-Commerce Platform (In Progress)

[Hosted Site](#) | [GitHub Repo](#)

- **Tech Stack:** Next.js, React, Tailwind CSS, TypeScript
  - Developing a scalable e-commerce platform with product display, cart functionality, and checkout.
  - Built an interactive frontend and planning backend/database integration.
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### Capstone Project - Full-Stack E-Commerce Application

[Hosted Site](#) | [Github Repo](#)

- **Tech Stack:** React, Next.js, MUI, Express.js, Sequelize, MySQL, Netlify, Render, Supabase
  - Built a full-stack e-commerce platform with user authentication, product management, and cart functionality.
  - Designed a responsive UI, ensuring a seamless experience on mobile & desktop.
  - Integrated RESTful APIs for real-time product browsing & transactions.
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### Character Card Builder (Mini Project)

[Hosted Site](#) | [GitHub Repo](#)

- **Tech Stack:** TypeScript, React,
  - Refactored a previous project using TypeScript to enhance functionality.
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## EDUCATION

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### Professional Certificate in Software Engineering

**Institute of Data** | 2024

- Full-Stack Development (React, Node.js, Express, MySQL)
  - API Development and Integration
  - Interactive Web Design with React
  - 3 Mini Projects and a Capstone Project (featured on Portfolio)
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### Diplomas in Information Technology (Level 5-7)

**Techtorium NZ Institute of Information Technology** | 2015 - 2017

- **Level 7 Diploma in Cloud Management (2017):** DNS, DHCP, Active Directory, SCCM
- **Level 6 Diploma in Networking and Security (2016):** Windows Server, Network Security
- **Level 5 Diploma in PC Support (2015):** Hardware, Software, and Networking Concepts