

Glen Harding

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

CAREER SUMMARY

Detail-oriented and motivated software engineer with over 5 years of experience in the tech industry. Proficient in troubleshooting and providing technical assistance to end-users both onsite and remotely. Recently completed a Professional Certificate in Software Engineering from AUT, gaining practical skills in designing and implementing software solutions. Eager to begin a career as a developer, with a strong understanding of end-user needs, a growth mindset, and a commitment to continuous learning.

KEY SKILLS

- **Programming Languages:** JavaScript, TypeScript, HTML, CSS
- **Frameworks and Libraries:** React, Next.js, Node.js, Express
- **Database Management:** MongoDB, MySQL, Redis
- **API Development:** RESTful APIs, API Integration
- **Version Control:** Git,
- **Cloud Technologies:** Familiarity with Azure or AWS
- **Technical Support and Troubleshooting:** Diagnosing and resolving technical issues
- **Problem-Solving Skills:** Critical thinking and analytical skills

EDUCATION & QUALIFICATIONS

2024 - 2024

AUT/Institute of Data

Software Bootcamp – Professional Certificate in Software Engineering

- Software Development Principles
- API Development and Integration
- Javascript Programming
- Front End Development
- Back End and Full Stack Development
- Interactive Web Design
- Web Design with React II

Project Learning (Can find on Portfolio Website)

- 3X Mini Projects
- Capstone Project

2017 - 2017

Techtorium NZ Institute of Info Tech

Level 7 Diploma in Cloud Management in Information Technology

- Install, upgrade, migrate, configure & troubleshoot Windows Client OS
- Configure & install DNS, WINS, DHCP, network infrastructure & servers
- Configure Active Directory in Windows Server Identify, protect, authenticate & asses network security & basic Cryptography
- Use MDT & SCCM for Deployment

2016 - 2016

Techtorium NZ Institute of Info Tech

Level 6 Diploma in Networking and Security in Information Technology

- WDS, MDT Deployment
- Installing and Configuring Windows Server 2012
- Administering Windows Server 2012

- Configuring Advanced Windows Server 2012 Services

2015 - 2015

Techtorium NZ Institute of Info Tech

Level 5 Diploma in PC Support in Information Technology

- PC Hardware & Software Installation, Repair & Support
- Networking Concepts and Server Administration
- Internet & Networking Security, WAN & LAN Security
- Windows Applications, Operating Systems, and Web-Creation

WORK EXPERIENCE

Foundation Partners Limited May 2023 - Current

Level 1 & Level 2 Service Desk Engineer

Responsibilities:

- Provided first and second-level ICT support to medium to large businesses, ensuring timely resolution of technical issues via phone and on-site assistance.
- Collaborated with team members to deliver high-quality support services, enhancing customer satisfaction and operational efficiency.
- Diagnosed and resolved a variety of ICT issues, utilizing various software solutions to troubleshoot effectively.
- Communicated proactively with end-users, providing updates on project statuses and support requests to ensure transparency and trust.

Fusion Tech Limited June 2019 - May 2023

ICT Support Technician

Responsibilities:

- Troubleshoot IT issues for small to medium-sized businesses, including server management and device setup, contributing to improved system performance and user experience.
- Utilized tools such as Office 365, Sophos routers, and Acronis to provide comprehensive IT support and solutions.
- Managed helpdesk operations, including ticketing systems and phone support, ensuring efficient handling of client requests and issues.
- Worked independently and collaboratively within a team to stay updated on industry advancements and new technologies.

Darkwing Corporation Limited June 2018 - June 2019

ICT Support Technician

Responsibilities:

- Delivered on-site IT support for small to medium-sized businesses, effectively troubleshooting hardware and software issues for both Mac and iPhone devices.
- Utilized backup and cloning tools such as Time Machine and Shadow Protect to ensure data integrity and recovery.
- Set up and configured mobile devices and laptops, providing users with seamless access to their applications and data.

HOBBIES & INTERESTS

Passionate about technology and innovation, I enjoy exploring new devices and software. My recent journey into programming has opened up numerous possibilities for creating projects I've always dreamed of. I am particularly interested in pursuing a career in DevOps and platform engineering.