Glen Harding

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

CAREER SUMMARY

I am a detail-oriented and motivated software engineer with over 5 years of experience in the tech industry, specializing in troubleshooting and providing technical support to end-users both onsite and remotely. Recently, I earned a Professional Certificate in Software Engineering from AUT, where I gained hands-on experience in designing and implementing software solutions.

I am now seeking to transition into a developer role, leveraging my strong understanding of end-user needs, problem-solving abilities, and a growth-oriented mindset. With a commitment to continuous learning and a passion for creating user-centered software, I am eager to contribute to a dynamic development team.

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**: AWS (EC2, Elastic Beanstalk), Azure
- **Technical Support and Troubleshooting**: Diagnosing and resolving technical issues
- **Problem-Solving Skills**: Critical thinking and analytical skills

EDUCATION & QUALIFICATIONS

2024
AUT/Institute of Data
Software Bootcamp – Professional Certificate in Software Engineering
- Software Development Principles
- API Development and Integration
- Front-End and Back-End Development
- Web Design with React II
- 3 Mini Projects and a Capstone Project (featured on Portfolio)

2017
Techtorium NZ Institute of Info Tech
Level 7 Diploma in Cloud Management in Information Technology
- Configure DNS, DHCP, and network infrastructure
- Active Directory management
- MDT & SCCM for deployment

2016
Techtorium NZ Institute of Info Tech
Level 6 Diploma in Networking and Security in Information Technology
- Advanced Windows Server 2012 Services
- Network security and deployment

2015
Techtorium NZ Institute of Info Tech
Level 5 Diploma in PC Support in Information Technology
- PC hardware and software installation and support
- Networking concepts and administration

WORK EXPERIENCE

Foundation Partners Limited May 2023 - Dec 2024
Level 1 & Level 2 Service Desk Engineer
>Responsibilities:
>- Provide first- and second-level ICT support to medium and large businesses.
>- Troubleshoot and resolve technical issues using tools like 3cx, TeamViewer, and Halopsa.
>- Collaborate with senior engineers and deliver proactive communication to clients.

Fusion Tech Limited June 2019 - May 2023
ICT Support Technician
>Responsibilities:
>- Provide on-site IT support
>- Troubleshoot IT issues, manage servers, and configure devices.
>- Hands-on experience with Office 365, Sophos routers, and Acronis.
>- Managed user accounts via Active Directory and provided on-site IT support.
>- setup Laptop, phones and other hardware devices.

Darkwing Corporation Limited June 2018 - June 2019
ICT Support Technician
>Responsibilities:
>- Provided on-site IT support for small businesses and individual clients.
>- Specialized in troubleshooting Mac devices and using tools like Time Machine and Shadow Protect.

HOBBIES & INTERESTS

I have a deep interest in technology, constantly exploring new devices and software. Programming has opened up exciting possibilities for innovation and creative problem-solving. I aim to build a career in DevOps or Platform Engineering, leveraging my technical background and software development expertise.