Nigel Galbraith | IT Network Infrastructure

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Professional profile

I have been able to experience many industries at both the middle management and operational levels. This has allowed me to gain different perspectives and understand the importance of providing a solution that suits the needs at every level. These different perspectives have also highlighted the importance of not only communicating your solution in a professional manner but also being open to criticism to allow for constant improvements that may not have been considered.

IT/Technical skills

➢ Network design	➢ Technical support	➢ Microsoft office
➢ Database design	➢ Computer repair	➢ Customer service
➢ Virtualization	➢ Active Directory Management	➢ Linux System Administration
➢ Cloud Technologies	➢ Automation/Scripting	➢ IT Security

Career summary

Jan 2025 – Feb 2025   **Tait Communications, Christchurch**
                                          Support Analyst

Outline
• Contributed to frontline monitoring and incident management in a 24/7 managed services environment.
• Quickly integrated into an access-restricted environment during a transitional period for the team.

Key achievements/projects
• Developed a rapid understanding of Tait's internal monitoring and ITSM systems to assist in live network support.
• Shadowed senior analysts to participate in early-stage problem investigations and understand root cause analysis workflows.
• Demonstrated integrity and reliability within a short time frame, earning trust and respect from team members.

Jun 2021 – Nov 2024   **Ara Institute of Canterbury, Christchurch**
                                          Student

Outline
- While managing future works within companies the importance for functional and secure solutions became very clear.
- I have recently completed a degree in Information and Communication Technologies, networking pathway, to allow me to work towards providing these solutions.

Key achievement/projects
- In my final year at Ara, my capstone project was aimed at providing an Ubuntu KVM solution to replace VMware Workstation Pro.
- The goal was to offer a cost-effective licensing, improve resource flexibility, and maximize open-source learning support across Ara's virtual machine laboratories.
- This project showed the adaptability of the Ubuntu system and opened the door for the potential of alternative solutions that are in line with these goals.

Jun 2016 – Feb 2019   **Trade staff, Christchurch**
                                 Joiner

Outline
- Construction of various kitchen furniture projects for both individual and commercial clients
- Learning how to use new technology solutions within the joinery industry such CNC machines to produce products more efficiently.

Key achievement/projects
- While working within the joinery industry and using the CNC machines I begin get a better understanding of the design and process.
- I used this curiosity to learn new knowledge of 3D design using AutoCAD and SketchUp which I used for various home DIY projects.

Jan 2012 – Jun 2016   **Downer, Christchurch**
                                 Site Traffic Management Supervisor, Store Man, Planner, Team Leader

Outline
- Establishing and disestablishing traffic management sites prior to the commencement of road works and management of site safety
- Managing sign hire between different departments within Downer
- Preparing a Traffic Management Plans for a customer while working within time constraints to meet deadlines
- Designing Traffic Management Plan production process to improve Traffic Management Plan efficiency

Key achievement/projects
- While working for Downer I was able to develop a web-based SharePoint database to manage Traffic Management Plan production which provided real-time updates of plan process and production.
- I was also able to develop a GPS phone application to manage real-time location of current sites and equipment.
- Being exposed to this technology was a key driver in my decision to pursue further study in these fields.

Jan 2009 – Jan 2012   **Laptop Universe, Christchurch**
                                 Customer Service, Computer Technical Support

Outline
- Answering customer inquiries and providing I.T. support for general I.T. issues.
- Providing customers with the appropriate computer solution to suit their needs.
- Picking computer parts from the warehouse and packing them for delivery while working within time constraints to meet deadlines.
- Computer upgrades, Data transfer and Virus removal, Part replacements.

Key achievement/projects
- While working within the shop I was able to learn computer part replacement from other computer technicians.
- This allowed me to be more dynamic within the team and help in different aspects of the business.
- Following the February 2011 Christchurch earthquake, I was able use these new skills to conduct repairs on customer computers while the shop was under repair.

Education and qualifications

- ➢ **Bachelor of ICT, Network Infrastructure** – Ara Institute of Canterbury – 2024
  Graduated with Distinction; Received Highly Commended Achievement Award in Final Semester
- ➢ **Diploma in Systems Administration**, – Ara Institute of Canterbury – 2023
- ➢ **Diploma in Information Technology,** – Ara Institute of Canterbury – 2021
- ➢ **Diploma in Electronic Business,** – The Computer Power Institute – 2008
- ➢ **Cert. Joinery – Lv1 & Stair making,** Christchurch Polytechnic Institute of Technology – 2005
- ➢ **Bachelor of Science, Statistics, University of Canterbury** – 2003

Referees

Dr. Eddie Correia   Dr. Matt Melchert   Zul Zakaria
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