

Nigel Galbraith | IT Network Infrastructure

Location: Christchurch

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Professional profile

I've worked across a few different industries at both operational and middle management levels. That's given me a mix of perspectives and shown me that the best solutions are the ones that work for people on the ground as well as those making the decisions. It's also made me value clear communication and being open to feedback, because the best improvements often come from angles you hadn't thought of yourself.

IT/Technical skills

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| <ul style="list-style-type: none">➤ Network design➤ Database design➤ Virtualization➤ Cloud Technologies | <ul style="list-style-type: none">➤ Technical support➤ Computer repair➤ Active Directory Management➤ Automation/Scripting | <ul style="list-style-type: none">➤ Microsoft office➤ Customer service➤ Linux System Administration➤ IT Security |
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Career summary

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

Outline

- Gained exposure to frontline monitoring and incident management in a 24/7 managed services environment.
- Adapted quickly to an access-restricted setting during a transitional period for the team.

Key Achievements / Learning

- Built early familiarity with internal monitoring and ITSM systems while assisting in live network support.
- Shadowed senior analysts to observe problem investigations and root cause analysis workflows.
- Demonstrated reliability and professionalism, earning the trust of team members in a short time.

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 began 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
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Dr. Matt Melchert
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Zul Zakaria
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