

Nigel Galbraith

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[Nigel Galbraith - LinkedIn](#)

[Nigel Galbraith - Portfolio](#)

Introduction

I am technically capable and adaptable IT professional with recent experience as a Support Analyst in a 24/7 managed services environment. I have developed a solid foundation in systems monitoring, incident response, and technical troubleshooting, alongside practical experience with various tools and platforms. I have experience across different industries which has strengthened problem-solving skills and my ability to stay calm under pressure. I am a quick learner, clear communicator, and committed to providing professional support to both users and systems. I hold a full Class 1 driver's licence, I have reliable transport, and available to start immediately.

Skills and Attributes

- Reliable and adaptable
- Fast learner
- Strong communication skills
- Team orientated
- Problem solver
- Professional and dependable
- Incident logging, escalation, and first-line support
- Root cause analysis and hardware/software troubleshooting
- Software installation, virus removal, and data transfer
- User account setup and Active Directory management
- Windows desktop and server environments
- Basic networking (IP, DNS, DHCP), ITSM and system monitoring tools
- Microsoft 365 (Outlook, Teams, SharePoint)
- AutoCAD, SketchUp, and CNC machine software
- SharePoint custom databases and workflows
- GPS tracking app development
- Familiar with ITIL concepts and IT security basics
- Basic scripting/automation (if applicable)
- Experience with physical and virtual environments

Employment History

Jan 2025 – Feb 2025 Support Analyst

Tait Communications, Christchurch

- 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.
- 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.

Employment History Continued.

Jun 2016 – Feb 2019 Joiner

Trade staff, Christchurch

- 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.
- 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 Site Traffic Management Supervisor, Storeman, Planner, Team Leader
Downer, Christchurch**

- Established and disestablished traffic management sites before the start of road works, ensuring site safety was maintained.
- Managed sign hire coordination between different departments within Downer.
- Prepared Traffic Management Plans for customers, working efficiently to meet tight deadlines.
- Designed and improved the Traffic Management Plan production process to increase efficiency.
- Developed a web-based SharePoint database to track the production of Traffic Management Plans, providing real-time updates.
- Created a GPS phone application to monitor the real-time location of current sites and equipment.

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

- Responded to customer inquiries and provided IT support for a wide range of general technical issues.
- Helped customers find the best computer solutions tailored to their individual needs.
- Managed warehouse tasks including picking and packing computer parts to meet tight deadlines.
- Performed computer upgrades, data transfers, virus removals, and part replacements.
- Learned computer part replacement on the job by working alongside experienced technicians.
- Became a versatile team member, supporting different areas of the business as needed.
- After the 2011 Christchurch earthquake, I applied newly gained repair skills to fix customer computers while the shop was being restored.

Education / Training

2024	Ara Institute of Canterbury
	<ul style="list-style-type: none">• Bachelor of ICT, Network Infrastructure• Graduated with Distinction; Received Highly Commended Achievement Award in Final Semester
2023	Ara Institute of Canterbury
	<ul style="list-style-type: none">• Diploma in Systems Administration
2021	Ara Institute of Canterbury
	<ul style="list-style-type: none">• Diploma in Information Technology
2008	The Computer Power Institute
	<ul style="list-style-type: none">• Diploma in Electronic Business
2005	Christchurch Polytechnic Institute of Technology
	<ul style="list-style-type: none">• Certificate in Joinery – Level 1 & stair making
2003	University of Canterbury
	<ul style="list-style-type: none">• Bachelor of Science, Statistics

Interests

I enjoy technology projects, gardening, retro gaming, web development, boxing and fitness.

Referees

Referees available on request