

Kieran Wallace

+44 7712 489729 | kierandwallace@outlook.com | [Personal Website](#) | [LinkedIn](#)

A professional systems engineer currently working within banking with experience in both Windows and Linux systems. Working in Engineering Systems currently looking to widen my knowledge and work on something that really challenges me. A highly organised and efficient individual whose thorough and precise approach to projects has yielded excellent results. Recent achievements with my current employer include the splitting of the company's engineering systems and data from NCR Corporation to NCR Atleos and NCR Voyix.

WORK EXPERIENCE

Engineering Systems Specialist

August 2023 – present

NCR Atleos (prev. NCR Corporation)

- Maintaining all HW Eng systems and software used globally across Scotland, Cebu, Atlanta.
- Supervising both Windows servers and Linux servers located across the globe to agreed SLAs.
- Making changes and pulling data from Oracle DBs for development work.
- Discussing/negotiating contracts with 3rd party companies on behalf of NCR Atleos.
- Supporting HW Engs during CAD development using both Creo and SolidWorks.

L2/NOC Engineer

February 2022 – August 2023

Shackleton Technologies

- Created automation polices & scripts for N-able to help technicians & the project team push out 3rd party software and or software fixes.
- Controlled the NOC queue and responded to tickets in order of priority.
- Level 2 Helpdesk Support including both Telephone / Online Remote Support.
- Facilitated the SOC queue to address all tickets within the queue.

Network Support Engineer

April 2019 – February 2022

CCN Limited

- Led onboarding of clients, from an on-prem environment to cloud hosted.
- Installation and configuration of network switches, routers, firewalls, etc.
- Helpdesk support includes both telephone / remote support.
- Designed, installed, and configured new equipment including servers and networking devices.
- Server builds / pc deployment / printer installation / communications equipment installation.
- Recorded pertinent details of all service requests and sustained our service desk database.

TECHNICAL SKILLS

- Experience in security systems, including firewalls, intrusion detection systems, antivirus software, authentication systems, log management, content filtering, etc.
- Excellent communication skills, written and verbal to both a non-technical and technical audience.
- Ability to reverse engineer and edit scripts/programs to maximise the use for the company.
- Experience with network security and networking technologies and with system, security, and network monitoring tools.
- Experience with both on site physical servers and cloud solutions (Windows 2016/2019 etc).
- Programming Languages – Python, SQL, HTML, CSS, JS, Java
- Languages – native English speaker, elementary proficiency in Vietnamese.

EDUCATION

Self-Study/LinkedIn Learning

May 2023 – Present

of Modules Taken:

2024

- Prompt Engineering: How to Talk to the AIs
- OpenAI API: Building Assistants
- Introduction to Prompt Engineering for Generative AI
- Advanced Prompt Engineering Techniques
- Learning SQL Programming
- SQL Practice: Basic Queries

2023

- Designing RESTful APIs
- Java: Data Structures
- Learning Node.js
- Microsoft 365 Certified: Fundamentals (MS-900)
- TypeScript Essential Training
- React.js Essential Training

Stanford University Online

January 2024

SOE-YMLS: Machine Learning Specialization

Brief Summary: Andrew Ng teaches ML models with NumPy & scikit-learn, build and train supervised models for prediction & binary classification tasks (linear, logistic regression).

Modules Taken:

- Multiple Linear Regression
- Logistic Regression
- Evaluating and Tuning Models
- Neural Networks

Thinkful (now Chegg Skills)

April 2023 – April 2023

Software Engineering Intro Course

Modules Taken:

- Engage with the Foundations of Frontend Web Development
- HTML, CSS, JS fundamentals.

QA Apprenticeships

April 2019 – January 2021

Diploma for Information Technology & Telecommunications Professionals SCQF Level 6 & 8

Relevant modules: Windows Server Installation and Configuration, Providing Digital Technology Asset Management, Designing and Implementing on Premises Network Infrastructure.

Key projects:

- On Prem to Cloud Env: My first project included leading a mail migration from POP to O365 as well as implementing an on-site firewall along with managed AV. This project gave me experience in handing clients from the onboarding process to the implementation stage, and into hypercare.
- Building of client relationships: Proven track of excellent customer support, evidenced by repeated client requests of my service instead of the standard engineering team. Projects involved ranged from remote client support to on-site networking issues.