

RIK DEAKIN

IT Professional with 20 years of experience, primarily in technical & customer support, project management, business process streamlining and task automation.



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"I aim to be as effective as possible in everything I do. Before starting a task I like to take a step back to analyse the situation and to form a plan, making sure that I have thought about the best way to proceed. Whatever I am doing, I always try to take appropriate action, taking others' needs into account."

CERTIFICATIONS

[CAPSLOCK Certified Cyber Security Practitioner](#)

[Kubernetes & Cloud Native Associate](#)

[Information Security Management Principles](#)

[ISO27001 Requirements](#)

[Microsoft Security, Compliance, and Identity Fundamentals](#)

[Certificate of Cloud Security Knowledge](#)

CURRENTLY STUDYING

Google Cloud, COMPTIA Security+, CKA

INTERESTS

Science & Technology, SciFi, Music, Playing Guitar, Bouldering, Mountaineering & Trekking, DIY & Gardening, Nature & Environmental Issues

SKILLS

Cyber Security

Governance, Risk, Compliance, Culture & Awareness, IAM, SecOps, Cloud Security, ISMS

Technical Skills

Systems Administration, Web Servers, Cloud, DNS, TCP/IP, Networking, Hardware, Infrastructure & Architecture, IaC, Project Management

Technical / IT Support

ITIL, Helpdesk, Bug Trackers, Ticketing Systems

Technologies

Kubernetes, GNU/Linux, Bash, Git, Google Cloud, Google Workspace, Windows, Active Directory, Azure, Terraform, Javascript, Python

Record Keeping

CRM, ERP, Spreadsheets, Databases, Version Control Systems

Writing

Reports, Policy, Technical Documentation, Marketing Material

Communication

Presenting, Customer Service, Issue Resolution, Training

Business Process Analysis

Continuous Process Improvement, Task Automation

WORK EXPERIENCE

SELF EMPLOYED (January 6th 2014 - Present)

IT CONSULTANT & PROJECT MANAGER

Achievements: I've aided many companies in making their infrastructure more efficient and have project managed migrations to more cost-effective service providers. Through streamlining and automating my clients' processes, I've been commended for saving them vast amounts of time, resources and money.

Responsibilities: Consulting with customers to offer advice and to gather information, in order to plan changes to their IT infrastructure. Sales. Installing and maintaining hardware and software on servers and desktop computers. Systems administration. Training customers in the use of software and hardware. On-site and remote technical support and issue resolution. Website development and online marketing.

EXTRAS LIMITED (February 21st 2014 - October 20th 2017)

WAREHOUSE OPERATIVE / RETURNS ADMINISTRATOR

Achievements: My manager celebrated my ability to find improved ways of working, which resulted in an increased velocity of orders processed, by allowing myself and my colleagues to more easily work in a quick and safe manner.

Responsibilities: Picking and packing customer orders. Managing outgoing deliveries, printing shipping labels and updating customers with ETAs. Receiving and checking incoming deliveries. Stock checks. Ensuring warehouse safety and tidiness. Maintaining records for stock levels and ordering consumable items. Generating customer invoices and credit notes. Updating customers, partners and suppliers.

SWARTHMORE EDUCATION CENTRE (March 19th 2012 - September 25th 2014)

IT SUPPORT OFFICER

Achievements: I improved the processes and implemented new policies for on / off-boarding staff and students, saving admin staff several hours of work each week. I planned and undertook the rollout of new software, deployed ~60 new PCs, whilst supporting ~100 staff and ~300 students.

Responsibilities: Logging and resolving staff and student technical issues. Liaising between service providers, external support companies, management and end-users, keeping everyone updated. Planning and implementing fixes and changes to software and hardware. Ordering of consumables and equipment. Inducting new staff members and training staff on the proper, secure use of equipment and software. Website, social media and newsletter management.

INTERACTIVE INTERFACE LIMITED (July 3rd 2005 - January 12th 2011)

WEB DESIGNER & SYSTEMS ADMINISTRATOR

Achievements: Ensuring agreed SLAs for service availability and support were met for several high-profile online estates, whilst also progressing internal processes and meeting deadlines for ongoing projects.

Responsibilities: Graphic design, front-end / back-end web development, systems administration (Windows & Linux Servers, ISS, Apache, Exchange), customer relations, training, online marketing, process documentation, technical support for website administration, CMS, website and asset hosting.

SYNERGISTIC SOFTWARE LIMITED (October 1st 2003 - February 28th 2005)

ASSISTANT SYSTEMS ADMINISTRATOR

Achievements: Providing technical support for 1000s of users, quickly resolving service issues in-line with service level agreements. Continuous improvement, through implementing changes to systems and processes to improve reliability and efficiency of services.

Responsibilities: Setup, installation, administration and monitoring of Linux servers, enterprise software, server & networking hardware, system backups, and phone systems.

VARIOUS BUSINESS SECTORS (May 5th 2001 - September 28th 2020)

DIVERSE JOB ROLES

I've also worked as a HEAD CHEF, DRIVER, IT HELPDESK ANALYST.

[FULL WORK HISTORY](#)