SAMUEL WIGGANS

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PERSONAL STATEMENT

Final-year BSc Computing (Networks, Cyber Security & Forensics) student at Edge Hill University with hands-on experience providing first and second line support at a leading MSP. I have developed practical expertise in threat response, Microsoft 365 administration, and secure system deployment alongside my academic studies. I am now seeking a graduate role where I can apply this foundation to build a career in cyber and network security.

KEY ATTRIBUTES & TECHNICAL SKILLS

Cybersecurity & Threat Response

- Real-world experience investigating AV and Microsoft 365 threats (phishing, malware, AITM)
- Familiar with threat containment steps: revoking sessions, disabling accounts, MFA resets, and audit log analysis
- Hands-on use of tools such as VirusTotal, Antivirus Portals and Wireshark
- Knowledge of secure account practices, password hygiene, and phishing remediation procedures

Systems & Device Management

- Skilled in Windows device deployment using Intune, Autopilot, Windows Network Deployment and custom USB builds (including hardware bypass installers)
- Experience setting up and securing devices with BitLocker (Windows) and FileVault (macOS)
- Confident managing RAM upgrades, system rebuilds, and secure drive decommissioning

Networking & Simulation

- Proficient with Cisco Packet Tracer for network simulation and troubleshooting
- Understanding of firewall rules, IDS/IPS behaviour, and network segmentation principles

Technical Tools & Software

- Comfortable using helpdesk systems, antivirus dashboards, and remote support platforms
- Experience with forensic tools like Autopsy and network scanning with Nmap
- Basic scripting knowledge in Python and PowerShell for automation and vulnerability testing

Soft Skills

- Strong organisation, attention to detail, and time management in a fast-paced MSP environment
- Excellent communication with both technical and non-technical users

WORK EXPERIENCE

Impact Computing IT support & Solutions – Service Desk Engineer – May 2025 – to date

Part-time during university (full-time over summer). First point of contact for clients across multiple sectors, providing technical and cybersecurity support to ensure business continuity and high levels of customer satisfaction. Experienced in diagnosing IT issues, responding to phishing and compromised accounts, and following structured incident response procedures. Skilled in secure device deployment using Autopilot, Intune, and macOS setup, alongside managing encryption (BitLocker, FileVault) and compliance processes such as Cyber Essentials. This role has strengthened my frontline IT operations knowledge, practical cybersecurity expertise, and commitment to delivering outstanding customer service

Sustainable Energy First – Data Processor Summer Contract - July 2024 – September 2024

Full time data processor managing data storage, resolved customer queries, and allocated workload effectively

Marks & Spencers – Customer Service - April 2023 – December 2023

Part-time Customer Service Assistant at Marks & Spencer's Food Outlet, St Annes.

Impact Computing – In person work experience – February 2023 & April 2023

Shadowed engineers, gaining first exposure to service desk and cyber security tasks

Fujitsu Work Experience - July 2022

Completed seminars on cyber security, smart cities, and quantum computing

UCLAN Cyber Security Learning – June 2022:

Completed sessions on digital investigation, insider threats, and counterattacks

Cisco work experience – October 2021:

Explored networking and IT engineering; developed teamwork and presentation skills

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EDUCATION

September 2023 to June 2026 (Expected)
- BSc (Hons) Computing (Networks, Cyber Security and Forensics)

September 2021 to May 2023
- Information Technology BTEC Ext DIP DDD

GCSE's May 2021

• English Language	Grade 4		• Business Studies	Grade 4
• English Literature	Grade 5		• History	Grade 4
• Maths	Grade 5		• Computer Science	Grade 4
• Combined Science	Grade 4/4		• Creative Digital Media	BTEC Pass

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PERSONAL ACHIEVEMENTS

Offered a Degree Apprenticeship at BAE in Data Analysis (August 2023), but after careful consideration, I made the difficult decision to pursue my true passion for Cyber and Network security, which led me to enroll at Edge Hill University.

Built two custom gaming desktops from scratch during the 2020-21 pandemic, developing skills in component selection, troubleshooting, system upgrades, and performance optimisation.

Grew a TikTok gaming channel to 25k+ followers and over 1.5M likes, demonstrating creativity, branding, and digital content management

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OTHER ACTIVITIES AND INTERESTS

- Gym / football / gaming
- Volunteer for the RSPCA caring for the animals
- Completed courses from various platforms such as Cisco, Security Blue Team & TryHackMe