CRAIG MATTHEW SMITH

JUNIOR NETWORK ENGINEER • TECH ENTHUSIAST • KNOWLEDGE SEEKER

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ABOUT ME

A technology enthusiast with two years of experience as a Junior Network Engineer, specialising in networking, system hardware, software, and security. Recognised as Apprentice of the Year for contributions to the AS Watson project, where I supported and helped migrate major brands like Superdrug, The Perfume Shop, and Savers. Gained hands-on experience configuring and troubleshooting Cisco, Fortinet, Palo Alto, and Meraki devices. Developed a solid understanding of network monitoring and logging with tools like Logic Monitor and Service Now, assisting in performance tracking, issue resolution, and ensuring network reliability.

Strong organisational skills, attention to detail, and a passion for learning. Looking to obtain certifications such as, but not limited to, CCNA, AZ-900, Linux+, Security+, CySA+, and NSE,with plans for further advancement.

I am committed to continuous learning and actively expanding my knowledge through courses on INE and Pluralsight. Most recently, I enrolled in Hack The Box Academy to enhance my skills through virtual labs and CTF challenges.

QUALITIES

Problem Solver

Detail Oriented

Ethical

Knowledge Seeker

Communication

Adaptable

INTERESTS

Computing & IT

Prompt Engineering

Lifelong Learning

Web & Print

Fitness Training

Outdoor Activities

EDUCATION

Firebrand Apprenticeship　　/ 2022 - 2024

LEVEL 3 - ICT (NETWORK TECHNICIAN PATH)

During my two-year Level 3 ICT Apprenticeship, I gained hands-on experience applying technical knowledge from my course. I assisted with network setup, managed system hardware/software installations, and provided network support, ensuring system reliability. I monitored network performance, troubleshot connectivity issues, and implemented solutions to maintain smooth operation and security. Additionally, I gained exposure to basic Python programming and DevOps processes, strengthening my problem-solving, teamwork, and technical skills.

Leeds Metropolitan University　　/ 2009 - 2012

2:1 DEGREE - MULTIMEDIA TECHNOLOGY

The course focused on building skills for the media and creative industries, with modules covering Visual Communication, Web Development, Print Design, Digital Design, Video Production, and Graphic Design. I worked both independently and in teams on various projects, including a final web-based project and a detailed dissertation.

EXPERIENCE

DAISY CORPORATE SERVICES　　/ 2022 to Present

JUNIOR NETWORK ENGINEER

Provide technical support for Enterprise and Service Provider customers • Troubleshoot and resolve Cisco router issues • Set up and manage Meraki configurations • Configure Palo Alto firewalls for network security • Configure FortiGate firewalls for network security • Monitor system performances with LogicMonitor • Provide remote Support• Perform proactive maintenance • Engage in Change Management• Ensure compliance with security policies • Collaborate with internal teams and external suppliers • Monitor and report security incidents. • Carry out test plans • Create Technical Support Documentation • Log Monitoring and Analysis

PDQ PRINTING SERVICES　　/ 2021 to 2022

ARTWORKER & ONLINE WEB MANAGEMENT

Design and build web banners, landing pages, and HTML email templates • Code in HTML, CSS, and jQuery using responsive frameworks • Work with content management systems and databases • Maintain SQL database and manage web backups • Handle customer queries via calls and emails • Build and manage relationships with customers and print suppliers • Maintain the eCommerce website, pricing calculator, and social media channels • Manage internal and external stakeholder expectations.

REFERENCES

References are available upon request.

For more detailed information about my background and experience, please visit www.craigmatthewsmith.co.uk