

EDUCATION

Firebrand Apprenticeship ICT LEVEL 3

2022 - 2024

Gained hands-on experience in IT support, networking, hardware/software troubleshooting, and customer service, building problem-solving, technical troubleshooting, system administration, and teamwork skills.

Leeds Metropolitan University BSC INTERACTIVE MEDIA

2009 - 2012

Developed skills in web/UI design, digital editing, front-end development, digital marketing, graphic design, collaboration, problem-solving, and project management through team and individual projects.

SKILLS

Problem Solver



Communicative



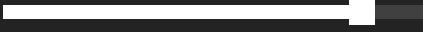
Tech Savvy



Customer Focused



Collaborative

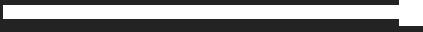


Adaptable



HOBBIES

Technology



Graphic Design & Print



Professional Development



Web Design



Fitness Training



Outdoor Activities



CRAIG MATTHEW SMITH

1ST LINE NETWORK ENGINEER

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- 📍 Leeds, West Yorkshire
- 🚗 Clean Full UK Driving Licence
- ⌚ SC (Approved (awaiting docs))

ABOUT ME

1st Line Support Engineer with over 2 years' experience delivering IT and customer support across networking, hardware, and software. Strong troubleshooting and problem-solving skills, experienced in diagnosing issues and resolving technical problems. A quick learner who is adaptable and eager to take on new challenges through continuous learning and career development. Looking to gain exposure to new systems, especially cloud platforms like Azure. Training for Network+, AZ-900, and Security+, with future plans for CCNA, AZ-104, AZ-500, AZ-700, and Linux+.

 **"Awarded Apprentice of the Year for dedication and strong performance on multiple large scale projects for major brands."**

SKILLS

IT Helpdesk Support, Ticket Management, Triaging & Escalation, Customer Support, Call Support, Remote Assistance, Router and Network Configuration, Network Device Installation, Firewall Support, Network Troubleshooting, Carrier and Fault Management, Performance Monitoring & Alert Response, Proactive Maintenance, Provisioning, Network Testing, User Account Management, Technical Documentation & Report Writing, Change Management, SLA & KPI Tracking, Security Compliance, Backup, Recovery & Failover Testing, Team Collaboration & Mentoring, Customer Relationship Management, Microsoft 365, Field Service Scheduling, Service Delivery, Continuous Learning & Professional Development, Remote collaboration.

JOB EXPERIENCE

WAVENET

Hybrid

1ST LINE NETWORK ENGINEER

Log, triage, and manage tickets in ServiceNow, providing support via phone, email, and remote tools while meeting SLA targets and KPIs. Configure, troubleshoot, and maintain network equipment and routers, including DrayTek, Zyxel, and Cisco, and perform network logging. Coordinate carrier line tests and fault reporting, and schedule field engineer visits. Monitor network performance using PRTG, LibreNMS, and Logic Monitor. Manage VPN users and access in Duo, FortiGate, and DrayTek GUI. Maintain technical documentation, uphold security standards, remediate alerts, support backup and failover operations, and collaborate with engineers and other teams to resolve incidents.

DAISY CORPORATE SERVICES

Remote

NETWORK APPRENTICE

Assist senior engineers with basic installation, configuration, troubleshooting and provisioning of Cisco routers. Provide remote assistance, support fundamental Meraki setups, and assist with Palo Alto and Fortinet firewall changes. Contribute to large scale project deployments for brands including Superdrug, Savers, The Perfume Shop, Greene King, and NHS. Monitor system performance using Logic Monitor, maintain and update technical documentation and guides, carry out and document test plans, support backup and recovery processes, collaborate with internal teams and external stakeholders, and ensure compliance with security standards and best practices. Continuously develop skills through training and on the job learning.

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