

Fake Name

Network Engineer – Systems Administrator

99 Nowhere Road, City, United Kingdom, AB12 3CD

07123456789 fake.name@email.com LinkedIn.com/in/LINKEDIN

Personal Profile

I am an aspiring network engineer, with a passion for learning new technologies and problem-solving. Having an apprenticeship as a telecommunications engineer helped me realise my real potential, and my desire to gain an in-depth knowledge about how networks inter-connect with one another to support day-to-day business operations. I was able to get an in-depth insight into how networking infrastructure is used within a large business environment during my university placement, in which I worked with server and network technologies, whilst aligning with ITIL framework processes to deliver services.

Education and Qualifications

X University

September 2015 – June 2019

BSc Network Computing with Placement Year

Modules include: Network Fundamentals, Software Development, Advanced Routing, Advanced Cyber Security and Systems Administration.

Cisco CCNA Routing & Switching Certification

September 2017 - 2020

Work Experience

X Car Manufacturer

August 2017 - Present

Placement Student – X Team Name

- Support and implementation of production and end user computing systems across the site.
- Third line on-site support for end users. Troubleshooting software and hardware faults.
- Configuration and installation of Cisco equipment.
- Management, installation and upgrading of Windows 2008R2, 2012R2 and 2016 Hyper-V clustered servers.
- Deployment of Windows patches via SCCM and WSUS.
- Troubleshooting and monitoring network devices through Solarwinds and LANSweeper.
- Active directory administration on multiple domains.
- Creation and provision of storage via HPE 3PAR systems.

Phone Company

May 2016 – July 2017

Sales Advisor

- Generating sales leads, up-selling tablets/accessories and offering insurance options.
- Dealing with customer complaints and providing excellent customer service.
- Working within time constraints to reach targets each quarter.
- Handling large amounts of money.

Telecommunications Company/ISP

July 2013 – August 2015

Access Field Technician

- Completed apprenticeship in Telecommunications Engineering.
- Diagnosing and troubleshooting customer faults with X equipment.
- Installation of new/additional X equipment
- Installation and configuration of telephony equipment
- Configuring end-to-end connectivity of coaxial cable from customers premises to service cabinet.
- Dealing face to face with customer complaints, with a focus on excellent customer service.

Other Education and Qualifications

Telecommunications Company/ISP
EDI Level 2 Diploma in ICT Professional

July 2013 – August 2015

- Apprenticeship achieved through X in Telecommunications Engineering

X College
Music

September 2011 – July 2013

- Achieved BTec in Music with DDM grade.
- Achieved A Level Music with B grade.

X Secondary School
GCSE's

September 2006 – June 2011

- 3 A's, 6 B's and 3 C's including English, English Literature, Maths, Science and IT.