

# MAX SOUTHWOOD

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**CompTIA A+ Certified. Friendly, motivated, enthusiastic individual with years of experience of working with people, both technically focused and customer orientated. I am looking for a career that is both challenging and rewarding.**

## EMPLOYMENT DETAILS

Citrus-Lime Ltd 1<sup>st</sup> December 2022 - Current

Job Title: Infrastructure Engineer

- Assisted the design and smooth migration of a HCI from standalone hosts in a datacentre environment.
- Independently managed projects from planning to implementation to improve productivity and security of the company.
- Maintained 100+ VMs which ran the backbone of the biggest Cycle POS end to end and e-commerce solution in the UK.

Tech Hub (North West) Ltd

1<sup>st</sup> April 2022 -- December 2022

Job Title: IT Infrastructure Co-ordinator and Technician

- Working in a team to manage 70+ Schools, corporate, and domestic clients in a fast-paced environment.
- Site visits to customers' premises to maintain their IT networks, resolve issues and scope out installation works.
- Infrastructure upgrades to a password management system and a knowledge base within the company.

Ultimate Link Ltd

1<sup>st</sup> May 2021 – April 2022

Job Title: IT Support Technician

- Accountable for managing over 60 different networks user administration, backup-recovery, VoIP phone systems, hardware/software, Office365, VPNs, and more. This includes both remote and on-site work.
- Responsible for technical tickets being resolved in a timely manner, and regular phone calls throughout the day.
- Create quotes that meets customer requests - identifying the best choice, documenting in the database, sending it over for approval to the client. I'm also responsible for making both internal and external documents so that the client/co-workers are comfortable with problems.

## ACADEMIC BACKGROUND

3CX Basic Certified

Year Completed: 2022

CompTIA A+ Certified

Year completed: 2020

4 – A levels: Computing, Use of Maths,

Cirencester College

Year completed: 2015

Electronics, Engineering

11 – GCSEs grades A - C

Thomas Keble School

Year completed: 2013

## SKILLS

Office365 Admin -- Windows Server 08-22 -- Hyper-V -- AD -- Hardware troubleshooting -- Network troubleshooting and installation -- MDM (Meraki, LightSpeed, Mosyle, In-Tune) -- Help Desk -- Windows Server Backup -- Veeam -- CCTV Mac troubleshooting -- Linux (AWS containers) -- 3CX (VOIP) -- Cyber Security -- WordPress, SIMS/FMS -- Zendesk -- AWS -- Ubiquiti -- First aid -- Draytek -- G-Workspace -- Group Policy -- Apple School Manager -- Docker -- Screen and trunking installations -- Watch Guard -- IIS -- Microsoft SQL Server -- Azure -- PRTG

## OTHER INFORMATION

I have a clean UK driving license and a car. If you'd like to find out more information about what I do, like my journey of setting up my phone system, please check out my portfolio website at maxsouthwood.co.uk

## REFERENCES AVAILABLE ON REQUEST