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SUMMARY

Born in Newcastle Upon Tyne in the north-east of the UK, I worked in IT in the NHS for almost ten years in multiple positions including as a Service Desk Manager, as a PC Support Analyst and, most recently, as an InfoSec Specialist so I have good all-round knowledge of working in this area in a large organisation.

Although I have only recently moved to Argentina again, I previously lived here for 5 years, owning and running my own company which gave me invaluable experience in the pressures involved in business, made all the greater as it was conducted almost entirely in a different language which I had to learn as time went on.

KNOWLEDGE

Hardware

- Repair desktops PCs, laptops, printers and other peripherals.

Software

- Comfortable with all versions of Windows from 98 to 10 and from Server 2000 to 2019, and with all versions of Microsoft Office from 2003 to 2019, including 365. I have also worked with SQL Server, and I have experience in scripting using batch files, Powershell and Python, and in Active Directory and Group Policy in Windows environments.
- I have some experience using Kali Linux for the purposes of penetration testing, primarily using OpenVAS to search for vulnerabilities which would then be rectified, and John the Ripper to try to brute-force password hashes with the aim of advising staff to use strong passwords.

Languages

- English: native.
- Spanish: advanced.
- Basic knowledge of French and Japanese.

PROJECTS

- I was personally responsible for the implementation and installation of a new McAfee ePO server, and for the rollout of the software and further updates and patches to all devices, including desktops, laptops and tablets.
- I was the lead on getting our NHS organisation compliant with Cyber Essentials Plus and the Data Security and Protection Toolkit. This was a wide-scope project requiring cross-team cooperation and which involved far-reaching changes to our infrastructure, including the implementation of firewalls, the creation and enforcement of policies regarding passwords, unsupported software and Group Policy.
- I was also responsible for the organisation-wide rollout of a new managed printing solution when I worked in Technical Support, and for the installation and configuration of new hardware throughout a new Emergency Care Hospital in Northumberland.

EXPERIENCIA

Information Security Specialist 08/2018 – 12/2019

Northumbria Healhcare NHS Foundation Trust

- My role involves all technical aspects of cybersecurity:

- I ensured that antivirus and anti-malware solutions were fully deployed and up to date. I monitored those solutions and acted upon any alerts or notifications that required attention.
- I was responsible for identifying, investigating and rectifying any vulnerabilities or breaches found on any devices, on the networks, and on any components relating to these, both in terms of hardware and software (such as the administration and securing of Active Directory, file and folder permissions, and patching for Windows and other software packages), working together with other technical teams where necessary. To do this, we used Extrahop to monitor network traffic in real time and performed regular scans using OpenVAS on Kali Linux.
- I deployed and maintained a privilege management solution, BeyondTrust Defendpoint, which allowed us to implement whitelisting for approved applications and block unapproved ones. This also allowed us to elevate permissions for specific processes, greatly reducing the need for admin privileges.
- I was also responsible for identifying and sourcing any new product solutions which would improve the organisation's level of cybersecurity.

IT Support Analyst 02/2015 – 08/2018

Northumbria Healthcare NHS Foundation Trust

Support Trust staff across the region, working as part of the Service Support Team, I am responsible for carrying out PC support and the installation of IT hardware across NHS sites. There is also a heavy emphasis on project work and I have worked on the roll-out of a Trustwide managed printing solution and the implementation of hardware in a new Emergency Care Hospital.

Between 2010 and 2015, I lived in Argentina. During this time, my wife and I opened an English teaching institute, teaching and coordinating English classes for students of various ages and backgrounds. I also worked as a Spanish-English translator, proof reader, examiner and invigilator for various companies.

IT Service Desk Manager 06/2008 – 02/2010

Northumbria Healthcare NHS Foundation Trust

- Supervise and assist the Service Desk staff with the fixing and maintenance of computers and other peripherals.
- Responsible for the preventative maintenance and correction of machines and equipment.
- Responsible for the compliance of the Service Desk’s daily work with the Procedures, Security Regulations and Personal Protection Regulations as detailed in the manuals.
- Responsible for contacting and speaking with computer and peripheral suppliers to obtain information about their products’ characteristics and tracking orders.
- Correspond with any customer who experienced any high-priority issue with the service provided or any issue they may have with the IT department itself.
- Find new ways of constantly improving the service based on feedback from my staff, end-users and other interested parties.
- Responsible for the evaluation of the performance of my staff.

Service Desk Analyst 04/2005 – 06/2008

Northumbria Healthcare NHS Foundation Trust

- Record any incident reported to the Service Desk by customers and to maintain correspondence with them until the incident is resolved.

- If the incident could not be resolved at first-line, assign it to other relevant members of the IT department.
- Stock control, new equipment requisitions, receipt and dispatch to end-users.
- Speak to suppliers for information about products to better advise end-users on their purchases.
- Corrective maintenance of all equipment within the IT department
- As part of my development in the role, I also worked one day per week as an IT Trainer where I showed users how to effectively use computers in their daily roles, usually with the aim of achieving their European Computer Driving Licence (ECDL).