Phone
07554817899
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Website
https://www.j4mes.one/
Github
https://github.com/j4ames
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https://www.linkedin.com/in/james-starling-775b4a304/

Skills

Windows Server	Draytek
M365 Admin	MikroTik
Azure	UniFi
1st/2nd line support	OpenWRT
MDM	Intune
RMM	N-able
Kaseya	Python
C#	HTML
CSS	PowerShell

Certificates

CompTIA Network+

Education

Poultec Apprenticeship, 2020
NVQ Level 2 Customer Service Practitioner – Pass

Paston College, 2018
Extended Diploma Creative and Media – MMP

North Walsham High School, 2016
Level 2 Digital Media – Merit GCSE's Grade (A-C)

Interests

CCNA

James Starling

IT ASSISTANT

A motivated, hardworking individual with 5 years' experience in providing 1st/2nd line IT support. Eager to expand knowledge and learn technical skills to further develop my career. Organised, quick learner and team worker with knowledge and experience in IT support, networking and developing. Additional experience of working to meet deadlines and providing high quality customer service.

EXPERIENCE

IT Assistant - Hoyl Independent Advisers Ltd
May 2022 – Current, www.hoyl.co.uk

- Providing 1st and 2nd line support to over 300 users
- worldwide, ensuring best practice of troubleshooting
- Troubleshoot MikroTik and Ubiquiti devices on-site and
- remotely
- Configured routers, switches, access points and NAS
- Set up new subnet to replace the class C IP range due to conflicts with WFH VPN users
- Windows Server and Azure management including AD, Entra, Intune, DHCP, DNS and Hyper-V
- Development of REST API in C#
- M365 admin center management

Admin Assistant / IT Support - Mundesley Medical Centre
October 2018 – May 2022, www.mundesleymedical.co.uk

- 1st line IT support and assisting with WLAN setups
- Calling and emailing patients ensuring confidentiality
- Working closely as a team splitting work and ensuring tasks are met by the deadline
- Liasing with hospital staff to get the best care for patients and faster outcomes from appointments
- Very extensive knowledge with SystmOne including read coding