Thomas Charlesworth

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CAREER OBJECTIVE

Training and Support Specialist | CompTIA | Cyber Threat Analyst | Network+ | Security+ | PenTest+
Dynamic Training and Support Specialist with a proven track record in effectively running and managing a ticketing system for an IT company. Possessing comprehensive expertise in user support, issue resolution, and system optimization, I have successfully completed CompTIA Network+, Security+, and PenTest+ Certificates, and I am currently dedicated to advancing my skills through ongoing studies in CCNA. Drove by a passion for cybersecurity, I am now actively seeking a new and challenging role as a Cybersecurity Analyst. Armed with a robust foundation in IT support and bolstered by industry-recognized certifications. My commitment to continuous learning and proactive approach to staying abreast of evolving industry standards positions me as a valuable asset in navigating the complexities of the cybersecurity landscape.

EDUCATION

CompTIA A+ Certificate, 2023
CompTIA Network+ Certificate, 2023
CompTIA Security + Certificate, 2024
CompTIA PenTest + Certificate, 2024
Certified Ethical Hacker (CEH) (Currently studying)

CORE SKILLS

Cyber Security Risk Management	Network Security
Provide solutions	Time management
Hardware and network troubleshooting	Security Posture Improvement
Windows OS, Mac OS, Linux and mobile OS	Network Implementations

WORK HISTORY

NGO Training Centre
Training and Support Specialist
November 2023 – Present

User Training
- Develop and deliver training programs for end-users to ensure a thorough understanding of the ticketing system.
- Create training materials, documentation, and resources to assist users in navigating and utilizing the system effectively.

Ticketing System Administration

- Oversee the day-to-day operations of the ticketing system, ensuring its proper functionality and performance.
- Customize and configure the ticketing system to meet the specific needs and workflows of the IT company.

User Support

- Provide frontline support to end-users, addressing inquiries, issues, and technical challenges related to the ticketing system.
- Troubleshoot problems, offer solutions, and escalate issues to higher-level support when necessary.

Issue Resolution

- Investigate and resolve ticketing system issues promptly, collaborating with technical teams to implement solutions.
- Analyse recurring problems and work on preventive measures to reduce future issues.

Documentation

- Maintain accurate and up-to-date documentation for the ticketing system, including user guides, troubleshooting procedures, and system configurations.
- Ensure that all support interactions and issue resolutions are properly documented.

User Feedback and Improvement

- Gather user feedback on the ticketing system and identify areas for improvement.
- Collaborate with IT teams to implement enhancements, updates, and new features to optimize the ticketing system's performance.

Training Needs Analysis

- Conduct assessments to identify training needs and gaps in user knowledge.
- Tailor training programs to address specific skill sets required for effective use of the ticketing system.

Reporting

- Generate reports and analytics related to the ticketing system's performance, user engagement, and issue resolution metrics.
- Provide insights and recommendations based on the analysis of ticketing system data.

Collaboration

- Work closely with IT teams, software developers, and other relevant stakeholders to ensure seamless integration and interoperability with other IT systems.

Security Compliance

- Implement and enforce security measures for the ticketing system to safeguard sensitive information.
- Stay informed about the latest security threats and best practices for secure system management.

HomeGuardian.ai (Ai Based Medical Devices)
Level 1 Technical Support Officer
Southport April 2023 – October 2023

- Answering phone calls and emails
- Providing a basic level of technical assistance to clients and customers.
- Responding to social media posts and gathering client information about technical issues.
- Helping clients and customers identify the technical issues.
- Troubleshooting minor IT issues.
- Referring customers and clients to higher levels of IT support.

- Collaborating with IT professionals to determine technical solutions.
- Providing customers with customer feedback reports.
- Assisting businesses with server-side support.
- Providing remote support to clients in different regions.
- Monitoring customer forums to identify customers who require assistance.
- Completing administrative level support duties.
- Help troubleshooting and developing devices.
- Working with developers to find errors, bugs and faults of devices.
- Communication via email, telephone and in writing.
- Working with customer to enhance their experience with the company.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company.
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Testing new technology.

McDonalds
Shift Manager
Elenora 2018 - Present

- Training new employees and providing ongoing feedback to help them improve their skills.
- Ensuring that the restaurant staff is following health codes and other regulations set by state or federal agencies.
- Reviewing employee performance regularly to ensure that they are meeting company standards.
- Collaborating with other managers on operational issues such as scheduling shifts, hiring new employees, and planning work schedules.
- Maintaining safety standards
- Providing customers with great customer service by greeting them with a smile, asking how they are doing, and thanking them for their business.
- Overseeing all aspects of operations at the restaurant level, including hiring and training employees, developing employee relationships, and ensuring that standards are met for food quality, cleanliness, and guest satisfaction.
- Leading by example by demonstrating a commitment to the organization's mission and values by acting ethically and adhering to best practices in all situations.
  Assisting management with problem solving and troubleshooting, providing technical help.
- Cashing up and stock taking.
- Achieving personal and store KPIs and exceeding individual sales targets.
- Execute action plans assigned by the Restaurant Management team.
- Set goals and ensure outstanding operations is a focus during each shift.
- Implementation and follow up of Food Safety procedures.

REFERENCES AVAILABLE UPON REQUEST