Callum Key
Network Engineer

I am a British citizen, Masters student in Computer Engineering and currently studying the Polish language. I am a solutions-oriented professional with educational knowledge of implementing and maintaining high-performance network infrastructures with expertise in troubleshooting complex network issues and maintaining critical services.

Contact

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+48 690 655 686

Email
callum@callumkey.uk

Location
Warsaw, Poland.

Education

2024 (Ongoing)
Masters in Computer Engineering
Vistula University

2019
Bachelor of Science (Honours) in Computer Networks and Security
Birmingham City University

2016
BTEC Level 3 Extended Diploma in IT Hardware and Systems Support
West Nottinghamshire College

Expertise

- Network Configuration
- Linux Administration
- Troubleshooting
- Configuration of services.
- DNS/DHCP/IPAM
- Web Servers (NGINX)

Language

English - Native

Polish - A1+

Experience

August 2019 - November 2023
ApplianSys | ApplianSys House, Harry Weston Rd, Coventry, UK
Technical Post & Pre-Sales Engineer

- Collaborated with the Sales team to deliver effective DDI/Web Caching solutions tailored to diverse sectors, such as Enterprise (including Security, Military, and Cruise Lines), Education, and ISP.
- Swiftly addressed internal NOC tickets, ensuring consistent performance and reliability of crucial systems such as Laptops, Routers, Switches, Firewalls (PFsense), and Webservers (NGINX).
- Enhanced expertise in Linux troubleshooting, encompassing log analysis, network tool usage, database queries/alterations, and internal IT infrastructure maintenance and upgrades.
- Played a pivotal assistant lead role in the successful POC by culminating in a $5M project closure within the Education sector.
- Guided clients through seamless migration, deployment, and testing processes post-purchase of our DDI/Caching solutions.
- Addressed customer queries, ranging from immediate (Level 1) to intricate (Level 3) through tickets and phone consultations.
- Assessed and optimised the internal network infrastructure to align with and bolster the company's strategic objectives.
- Managed financial resources to implement beneficial network modifications without compromising on quality.

April 2017 - August 2019
McDonald's | Saville Roundabout, Ollerton, UK
Crew Member

- Engaged actively with customers to ensure their satisfaction and address their concerns.
- Employed advanced problem-solving techniques to resolve customer-related issues promptly.
- Mastered the register menu interface to ensure efficient order processing and accuracy.
- Adopted and implemented rigorous cleaning techniques to maintain a hygienic environment.
- Prioritised workplace safety to ensure all team members adhered to established guidelines.

September 2015 - January 2016
Kings Mill Hospital | Mansfield Road, Sutton-In-Ashfield, UK
Junior IT Support Technician

- Delivered exceptional customer service by emphasising proactive problem-solving and meticulous customer care.
- Collaborated effectively within a team by using IT skills to diagnose and troubleshoot complex issues.
- Fostered a collaborative team environment while also applying academic knowledge to cater to niche queries.
- Emphasised customer care in all interactions to ensure a positive and helpful experience for all users.