

Callum Key

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Summary

I am a flexible Network Engineer with 4 years of experience designing, implementing, and maintaining robust network services. Proficient in configuring and troubleshooting Linux servers, routers, switches, firewalls, and VPNs, with a strong focus on optimizing network performance and security. I have specialised in DDI (DHCP, DNS & IPAM) solutions, but have 4 years of experience using Cisco, pfSense, NGINX and Linux servers.

Experience

Technical Post & Pre-sales Engineer

August 2019 – November 2023

ApplianSys Ltd. | Coventry, UK

- 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).
- 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.

Education

Vistula University – Warsaw, Poland.

(Projected) March 2026

Masters in Computer Engineering

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Birmingham City University – Birmingham, UK.

May 2019

Bachelor of Science with honours in Computer Networks and Security

- Grade: **First Class Honours**

Skills

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|------------------------|-----------------------|------------------|
| • Computer Networks | • ISC BIND | • VMware |
| • Linux Administration | • pfSense | • Global Support |
| • Troubleshooting | • Cisco | • Zendesk |
| • DNS | • Switching & Routing | • DHCP |
| • NGINX | • Network Security | • Web Caching |

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).