

Samuel Martin

IT Technician (Network & Infrastructure Focus)

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PROFILE

Network and Infrastructure professional with over 8 years' experience across IT operations, networking, systems administration and technical project delivery. Experienced in designing, implementing and supporting enterprise infrastructure across UK and European sites, including network segmentation, firewall deployments, wireless networking, server platforms and cloud-connected services. Cisco CCNA certified and currently progressing towards CCNP-level networking expertise. Recognised for taking ownership of complex technical projects, driving infrastructure improvements and communicating effectively with stakeholders at all levels.

CORE SKILLS

- Cisco Networking (CCNA Certified)
- Network Architecture, Routing & Switching
- Network Troubleshooting & Performance Analysis
- Infrastructure Project Planning & Delivery
- Active Directory & Identity Management
- Enterprise Systems Administration
- ERP, Warehouse & Logistics Systems Support
- Technical Solution Design
- Telephony Systems Administration (Talkdesk, Mitel 250)
- Firewall and Network Security Administration
- VMware vSphere Administration
- Automation and Process Improvement (PowerShell, JAMS, BPA Platform)
- Infrastructure Lifecycle Management
- Microsoft 365 Administration
- SQL Querying & Data Analysis
- Backup and DR Solutions (Veeam)
- Stakeholder Engagement & Requirements Gathering
- Cross-Functional Communication & Collaboration
- Technical Documentation & Knowledge Management
- Vendor & Supplier Management
- Asset & Configuration Management
- Training, Mentoring & Knowledge Transfer
- Business Case Development & Technical Recommendations
- Change Management & Service Improvement
- Technical Leadership & Project Ownership

CAREER SUMMARY

IT Technician – Amcare by Convatec

October 2024 - Present

Recruited specifically to strengthen networking capabilities within a small IT team, supporting infrastructure and users across nine UK sites and a newly acquired office and warehouse facility in France.

Since joining the organisation, I have played a leading role in a range of infrastructure improvement projects including network refreshes, firewall replacements, wireless deployments, ISP migrations, site integrations and infrastructure lifecycle management. Alongside project delivery, I provide technical support and operational ownership across a multi-site environment, contributing to the reliability and continuous improvement of business-critical systems and infrastructure.

Key Deliverables:

- Independently led the planning and implementation of a complete network overhaul for a newly acquired office and warehouse facility in France, encompassing network architecture, VLAN design, firewall deployment, wireless infrastructure and server infrastructure deployment in a live environment.
- Delivered infrastructure support and improvement initiatives across nine UK sites and newly acquired European offices.
- Designed and implemented segmented network architecture including VLANs, firewall policies and wireless infrastructure to improve security and operational resilience.
- Planned and implemented resilient network connectivity solutions, including failover and rollback strategies during ISP and infrastructure changes.
- Worked with stakeholders, suppliers and third-party partners to gather requirements, coordinate implementations and deliver technical solutions.

CAREER SUMMARY

Technology Support Analyst - Ralawise

April 2018 – October 2024

Supported day-to-day IT operations within a fast-paced distribution and office environment, providing infrastructure, systems and user support across a multi-building UK site and European offices. Responsibilities included network administration, systems support, telephony, warehouse management systems, backups, account administration, hardware lifecycle management and supplier coordination.

Key Deliverables:

- Delivered technical support and issue resolution for a large user base across multiple departments and locations.
- Administered and supported network, server, telephony and business-critical application infrastructure.
- Managed incident, request and change workloads through Jira Service Management, ensuring SLA compliance.
- Performed maintenance, upgrades and lifecycle management of infrastructure, applications and end-user devices.
- Worked with stakeholders, suppliers and third-party support providers to deliver solutions and resolve complex issues.
- Produced and maintained technical documentation, procedures and knowledge base content
- Contributing towards progressive documentation to improve the department's knowledge base.

Staff Trainer/Supervisor - Ralawise

2013 - 2018

Promoted to a supervisory position in a newly introduced area of the business, with a heavy involvement in configuring tech assets and delivering training to members of staff to meet quality and productivity standards. Trained & developed members of staff in the utilisation of a voice-directed order fulfilment solution, ensuring confidence and capability. Responsibilities included the implementation of training, the development of training materials, generation of quality feedback, performance management to help staff to work towards company quality standards, equipment maintenance & management and other operational support.

Key Deliverables:

- Training Material Development/Implementation
- Driving Targets & Performance Management
- Operational training delivery
- Data analysis and reporting
- Equipment Maintenance & Management
- Networked equipment configuration
- Introduction of new processes
- Warehouse Operations Support

EDUCATION & DEVELOPMENT

BSc (2:1) - Creative Media Computing - 2012 • Glyndwr University, Wrexham

An applied course incorporating multiple aspects of computing, mainly based around the planning, design, development and testing of interfaces. This incorporated elements such as media development, project management, SQL, web applications developed with ASP.net, Java, networking principles, UX Design and HCI Principles.

Cisco Certified Network Associate (CCNA), Routing & Switching - 2020

Self-directed study resulting in achievement of CCNA R&S certification. A multi-discipline field including network fundamentals, TCP/IP, routing, switching, network security, implementing, scaling and connecting networks.

Cisco Certified Network Professional (CCNP) – In Progress

Currently undertaking self-directed study towards CCNP Enterprise certification, building on existing CCNA knowledge with a focus on advanced enterprise networking, routing, switching, infrastructure services, network architecture, automation and troubleshooting.

HOBBIES & INTERESTS

- Computing
- Travelling
- Bass Guitar
- Museums
- Reading & Writing
- Tabletop Gaming
- Live Music
- Art
- Cooking