Zack Dutton

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Personal Statement

Over the last 2 and a half years I have been working as a Lead Support and Service Technician for an international marine technology company. I have been in charge of installation and support of various systems and services ranging from VoIP, email, remote monitoring, virtualization systems and more. I have a strong understanding of networking principals.

Experience

YachtProjects International | June 2016 – Present
Lead Support and Service Technician

- Installation and maintenance of computer networks in the Yacht and Marine industry
- Setup and support various systems and services including, email servers, active directory, VoIP (FreePBX and ASTPP), Monitoring (PRTG), Virtualization through VMware ESXi, QuickBooks, Google G Suite etc.
- Worked with VIP cliental to quickly and efficiently solve any problems.
- Remote management and monitoring of the fleet over high latency low bandwidth satellite connections.
- Currently supporting a leading deep sea research vessel on a worldwide exploratory mission to the deepest 5 locations on Earth. This includes installation and management of their network from LAN and WLAN networks, from VoIP to Active Directory to end user support.

Tektoncraft | October 2010 – July 2012
Assistant Server Technician/Plugin Developer

- Remote server management and problem solving
- Application management of Web, VOIP and Game Servers
- Customer Support
- Develop and expand features in the Minecraft Game Server using Java and the Bukkit API
- Managed and broke down roles and tasks for a large professionally managed team

Skills

Technical Skills/Abilities	Personal Skills/Abilities
Can diagnose a wide range of issues and can effectively find solutions for end users.	Hard Working with good work ethic
Consistently able to meet support targets in all areas from customer satisfaction through to technical accuracy.	Lots of Team Working experience
Support experience with active directory and Windows Server 2012 and 2016	Strong Communication Skills
Understanding of networking protocols and standards including VLANs, NAT, VPNs	Strong documentation and organizational skills
Experience maintaining VMs in a virtual environment.	Qualified Diver with JR. Open Water Diver with PADI

Education

Southampton Solent University | BSc (Hons) Computer Games Development (SD) [September 2013 – May 2016]

- Achieved a 1st with Honours.
- Learnt in-depth C++ programming.
- Learnt to work and manage effectively in groups on software development related projects.
- Working in game engines such as Unity and Phyre Engine.
- Mobile Development with Cocos2d-x

Fareham College | BTEC National Level 3 Extended Diploma in IT and Computing [2011 - 2013]

- Received a Triple Distinction Star (D* D* D*).

Brookfield Community School | GCSE [2006 - 2011]

- 7 GCSE's graded A – C including Maths, English and Science.
- ICT OCR at Distinction.

References

Pippa Nicholas – General & Technical Manager, YachtProjects International

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