

Curriculum Vitae

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Professional Profile:

IT Support Apprentice with hands-on experience providing first-line and advanced technical support to over 800 users within a social housing environment. Strong practical knowledge of Active Directory, VPN technologies, networking fundamentals, enterprise systems support, and first-contact cyber security incident response. Proactively developing skills beyond service desk level through exposure to 2nd/3rd line support, cyber security operations, and infrastructure improvements. Currently completing a Level 3 ICT Support Technician Apprenticeship with a clear progression focus toward networking and cyber security roles.

Employment Experience:

IT Support Apprentice

Beyond Housing | Sep 2024 – Present

- Provide first-line technical support to 800+ employees, resolving 10–30 tickets per day (up to 60+ during peak periods) using Freshdesk ITSM
- Manage user onboarding and offboarding, including account creation, modification, disabling, and deletion within Active Directory
- Perform group-based access control through security group management
- Troubleshoot and support Microsoft Always On VPN connectivity issues
- Act as first point of contact for cyber security incidents, including:
 - Quarantining compromised endpoints
 - Removing devices from the network

- Assessing quarantined emails and determining safe release
- Shadow 2nd and 3rd line support teams and the Cyber Security team, gaining exposure to escalated technical issues and security operations
- Support critical enterprise systems including the Housing Management System, telephony infrastructure, and proprietary housing-sector applications
- Collaborate with a Business Analyst to implement improvements to internal systems and customer-facing portals

Executive Assistant / IT Support:

Escape Games Teesside | Jan 2024 – Jun 2024

- Provided administrative and technical support to a company director during business expansion
- Assisted with improvements to internal IT and communications infrastructure
- Redesigned a hosted Soho66 PBX system, implementing:
 - Location-based call routing
 - IVR menu options
 - Call queues for improved call handling
- Quickly learned a new hosted PBX platform through vendor documentation and hands-on testing
- Employment concluded due to company bankruptcy

Education

Level 3 ICT Support Technician Apprentice

Middlesbrough College | Sep 2024 – Present

Key areas of study:

- Communication
- Configuring Networks
- Maintaining Systems
- Managing and Prioritising Tasks
- Securing Systems and Networks
- Troubleshooting Issues
- Hardware and Software Fundamentals

- Remote Access and Virtualisation
- Conducting Audits

GCSEs – Outwood Academy Bydales

Computer Science (8), English Language (7), Mathematics (7), History (7), Physics (7), Chemistry (6), Biology (5), French (4), English Literature (3)

Certifications & Professional Development

- CyberFirst Advanced – GCHQ
- CyberFirst Defenders - CCHQ
- CyberFirst Adventures - GCHQ
- Open University – Digital Forensics
- Open University – Information Security
- Open University – Network Security
- Cisco IT Fundamentals
- Cisco Computer Hardware Basics
- CCNA – In Progress
- BTEC level 1 in teamwork and personal skills

Technical Skills:

IT Support & Systems

- Service Desk operations (Freshdesk ITSM)
- Windows endpoint support
- Active Directory user and access management
- Enterprise application support
- Technical documentation and escalation handling

Networking

- TCP/IP, DNS, basic routing
- VPN technologies (Microsoft Always On VPN)
- Networking lab environments (home lab)

Cyber Security

- First-contact incident response
- Endpoint isolation and containment
- Email threat analysis
- SIEM and vulnerability scanning (home lab experience)

Telephony

- Hosted PBX systems (Soho66, 8X8)
- Call routing, IVR configuration, call queues
- User creation

Scripting & Development

- PowerShell automation tools
- Python (foundational)
- Basic web development with authentication

Additional Experience & Activities

Sea Cadets (2017–2023)

- Completed courses including first aid and cyber security
- Led instructional sessions for junior cadets
- Actively supported community events and charity initiatives
- Developed strong discipline, teamwork, and leadership skills