Callum Fairbairn

IT Support Technician

Nottingham | 07700 900263 | callum.fairbairn@example.com | CompTIA A+ and Network+, ITIL 4 Foundation

Profile

IT support technician with five years in support since a Digital Support Technician apprenticeship, the last three in desk-side support for a housing association with 900 users. Resolves about 25 tickets a day across Windows 11, Microsoft 365 and Teams Phone, sets up starters' laptops and accounts, and writes the knowledge base the first line uses. Looking for a second-line support role.

Experience

IT Support Technician, **Bridgford Homes, Nottingham** **2023–present**

- Log, prioritise and resolve about 25 tickets a day in Freshservice, passing network and server faults to the infrastructure team with the checks already done.
- Set up laptops, phones and Microsoft 365 accounts with Intune for about 15 starters a month, and remove leavers' access on their last day.
- Reset passwords and multi-factor authentication, and manage security groups in Active Directory and Microsoft Entra ID.
- Wrote 40 knowledge base articles for staff and the first-line team.
- Look after 30 printers, the meeting room screens and the cabling in two offices.
- Ran drop-in sessions, in person and on Teams, when the phones moved to Teams Phone in 2025.

Service Desk Analyst, **Hockley IT, Nottingham** **2021–2023**

- First-line phone and email support for 12 small business clients, about 40 calls a day.

Certificates

ITIL 4 Foundation **2024**

CompTIA Network+ **2024**

CompTIA A+ **2021**

Education and training

Digital Support Technician Level 3 Advanced Apprenticeship, **Hockley IT** **2019–2021**

GCSEs including English, maths and computer science **2019**

Skills

- Windows 11, macOS and Microsoft 365
- Intune, Active Directory and Entra ID
- Network faults: DHCP, DNS, VLANs and Wi-Fi
- Tickets to service levels (ITIL)
- Plain explanations for people who are not technical