Jason Harvey

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Portfolio: https://jasoncv.click

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GitHub: https://github.com/jase142

## Professional Summary

IT Helpdesk and Cloud Support professional with 2.5 years of hands-on experience in IT support and over a decade in customer service. Proven ability to troubleshoot technical issues, manage user accounts, and support enterprise applications like Microsoft 365 and ServiceNow. Recently expanded into cloud computing and cybersecurity, with practical skills in AWS (S3, Elastic Beanstalk), Linux, and security tools such as WAZUH and Active Directory. Strong communicator with a customer-first mindset and a commitment to continuous learning in modern IT environments.Technical Skills

**Cloud & DevOps**

* AWS (S3, Elastic Beanstalk, EC2, IAM, CLI), Website Hosting, Cloud Architecture Basics
* Linux (Kali, Ubuntu), Windows Server, VirtualBox, VMWare

**Support & Service Management**

* ServiceNow, SolarWinds, Microsoft 365 Suite, AD Administration
* Ticket resolution, remote troubleshooting, end-user training

**Programming & Tools**

* Python, JavaScript, HTML/CSS, Flask
* SQL, Excel (Data Analysis), Git

**Cybersecurity & Networking**

* WAZUH, Wireshark, Bloodhound, Endpoint Security
* Network troubleshooting, vulnerability analysis

## Key Projects

* AWS Task App Deployment – Deployed a Flask-based task management app to AWS Elastic Beanstalk using CI/CD practices.
* Cybersecurity Lab Setup – Created a simulated SOC environment using WAZUH, Active Directory, and Kali Linux for threat analysis.
* Portfolio Website – Built and hosted a responsive portfolio showcasing IT and cloud projects. Portfolio: <https://jasoncv.click>
* <https://jase142.github.io/cv/>

AWS-Powered Contact Form with EC2, Docker, and n8n Automation - **Description:**

Developed and deployed a cloud-based contact form system using AWS EC2, Docker, and n8n automation to handle form submissions and send real-time email notifications.

**Key Achievements:**

* Hosted a custom-built website on an **AWS EC2 instance** with domain and SSL configuration.
* Used **Docker containers** to manage services including a web server, Nginx Proxy Manager, and n8n automation tool.
* Set up **Nginx Proxy Manager** to handle secure HTTPS traffic and reverse proxy routing.
* Built a **contact form** that sends data to the EC2 backend and triggers an **n8n workflow**.
* Configured n8n to **process and automatically send submissions** to email in real-time.
* Followed best practices for **security**, **logging**, and **modular container deployment**.

## Professional Experience

Present Role

**Customer Services/Administration**

Sureserve, Dartford | Nov 24 – Present

Dealing with a mixture of taking calls, and doing administration, booking appointments, changing appointments, trying to do with deal with escalation calls as best as I can, transferring to other departments

**Junior IT Helpdesk Engineer**

Cantium | Oct 2023 – Feb 2024

* Delivered first-line support for Kent County Council, resolving 90%+ of tickets via ServiceNow and SolarWinds.
* Troubleshot MS Teams, Outlook, printers, and user account issues.

**IT Helpdesk Analyst**

Nuffield Health | Sep 2021 – Aug 2023

* Provided remote IT support to healthcare professionals.
* Reduced ticket backlog by 15% with proactive user support and efficient diagnostics.

**Customer Service & Admin Roles (Earlier Roles)**

* Swale Heating / Sureserve, Agilisys (KCC), Conduit Global (NHS 111) – Developed communication, coordination, and multitasking skills through high-volume customer engagement.

**Cash Processor**

AMS Agency for Natwest | Jul 2024 – Dec 2024

* Handled financial document processing and reconciliations.

## Certifications

* AWS Learning (in progress via self-study & practice labs)
* Cisco – Python Essentials 1 (Jul 2024)
* Cisco – Endpoint Security (Jan 2024)
* Lets Defend – SOC Analyst Skills (Sep 2023)
* Security Blue Team – Network Analysis & Threat Hunting (Aug 2023)
* Coursera – Data Analysis with Excel (Jul 2024)
* Alison – Prompt Engineering for AI (Jul 2024)
* CompTIA A+ (Jul 2012)

## Education

* NVQ Level II, Call Centre Operations – Mid Kent College
* Access to Computers – Mid Kent College
* NVQ Level II, Business Administration – Firlands Training

References can be requested.

Lee Williams Manager – Sureserve

Nuffield Health