Conrad Lim

Network Operations Helpdesk Support at Setel Ltd

Setel Ltd • UCL

London, United Kingdom • 192

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I am a Cisco Certified Network Professional in Routing & Switching, and am looking to complete Cisco certification to expert level. I have started a new and exciting role with Setel Limited.

I graduated with an MSci in Chemistry with Mathematics from UCL in 2014. My masters project involved exploring origins of life chemistry, focusing on the origins of genetic material. This project followed on from my summer studentship in which I explored the origins of amino acids, the building blocks for proteins. Although my preference throughout my degree was for organic lab work, there was a significant focus on the maths present throughout chemistry (and physics), which has helped to further develop my numerical and analytical skills.

I have experience in administration at a local GP practice, processing medical records requests. I have also created searches upon the request of my colleagues such as the number of missed appointments in a week.

In pursuit of a career in IT support, I had a work placement at Radisson Blu Edwardian. I gained insight of what to expect in my desired career path and how the role is important in a medium-sized organisation. I gave a series of online tutorials following a major software upgrade and assisted in a company-wide iPhone upgrade programme.

I am a native English speaker, and have some knowledge of several different languages. I aim to achieve at least Level 5 in 汉语水平考试 (HSK - Mandarin test for non-native speakers). **See less**

Experience

Network Operations Helpdesk Support
Setel Ltd
Jul 2016 – Present • 1 yr

I started this role on 18th July 2016. My duties are as follows:

• To provide 1st and 2nd line support and guidance to the UK user base on IT support issues
• Share technical knowledge with users and to provide basic training on systems and applications
• To assist the IT infrastructure team in securing and maintaining the IT infrastructure systems
• Share technical knowledge with users and to provide basic training on systems and applications
• Speaking to customers and suppliers
• Provisioning mobile and data services via network portals
• Researching solutions to user issues
• Reviewing new products and technology
• Ad hoc client site visits
• Managing projects under a Project manager

Trainee Network Engineer
Synergy Networxx Ltd
Oct 2015 – Jun 2016 • 9 mos

I am a CCNP in Routing & Switching as of August 2016.

I have been exposed to the following models of Cisco equipment/software:
o Routers: 1841, 25xx, 26xx, 28xx, 2911, 36xx, 37xx and 38xx series
o Switches: 29xx, 35xx and 3750 series
o Multiple versions of Cisco IOS

My training consists of practical understanding of the following:
o Configuration of the following routing protocols: OSPF, EIGRP, RIP, BGP, MPLS
o ACL and route maps

Education

UCL
Master's Degree, Chemistry with Mathematics, First Class Honours
2010 – 2014
Activities and Societies: Magic Society, Chess Society

My Masters project related to origins of life chemistry, in which I explored the origins of genetic material. I had to present ideas in my Masters project to non-specialist academics with correct terminology, using posters and slideshows to aid my presentation.

My research and written skills have been honed as I had to type various dissertations throughout my degree. I have used the Web of Knowledge database to find papers for relevant chemical procedures, as well as finding and reading books relevant to a given topic. I have also explained my experimental procedures clearly so that they are easily followed.

I have further developed my ability to work in a team. I have worked with a partner to design a poster, and worked in a group to produce a slideshow on a given topic.

I undertook a numerical methods module in which I learned how C++ can be used to generate the Metropolis algorithm.