

Harvey Gass

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PROFESSIONAL SUMMARY

Technically minded IT support candidate with 3 years of experience in a fast-paced, customer-facing environment, combined with hands-on experience troubleshooting Windows systems, computer hardware, networking, peripherals and home infrastructure. Strong practical understanding of Windows desktop troubleshooting, TCP/IP, DNS, DHCP, VPNs, remote access and hardware fault diagnosis, supported by a self-built home lab using Linux, Raspberry Pi, Docker, Tailscale and Pi-hole.

Experienced in diagnosing technical problems independently, explaining issues clearly to non-technical users and remaining calm under pressure. Regularly trusted by colleagues and managers to troubleshoot technical and equipment issues at McDonald's, alongside training new employees and handling customer escalations.

Holds an A-Level in Computer Science alongside Level 2 qualifications in IT Technical Support, Networking and Cyber Security Full UK driving licence and own vehicle, with a willingness to travel to client sites across the North East..

TECHNICAL SKILLS

Operating Systems: Windows 10/11, macOS, Linux (Ubuntu, Raspberry Pi OS)

Windows & Desktop Support: Windows installation and configuration, boot troubleshooting, BitLocker recovery, boot-drive configuration, hardware fault diagnosis, driver/peripheral troubleshooting, system configuration

Hardware & Repairs: PC building, RAM/SSD/GPU/CPU upgrades, hard-drive replacement, laptop repair, MacBook trackpad replacement, iPhone screen and Home Button replacement, BIOS configuration, peripheral setup

Microsoft: Microsoft Office, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint (end-user experience); understanding of Microsoft 365 and Exchange concepts

Networking: TCP/IP, DNS, DHCP, Wi-Fi, router configuration, network troubleshooting, fixed DHCP addresses/reservations, Ethernet cabling, cable termination and testing, VPNs, Tailscale, Pi-hole DNS filtering

Remote Access & Infrastructure: SSH, RDP, Tailscale VPN, Linux administration, Raspberry Pi, Docker, VPS management, service management and troubleshooting

Issue Tracking & Workflow: Ticketing/issue-tracking systems, structured fault diagnosis and documentation

Software & Web: Python, HTML/CSS, JavaScript, WordPress CMS, SQL

Tools: Git, GitHub, VS Code, command line (bash/terminal), Docker, Foundational Active Directory knowledge

EDUCATION

A-Levels: Computer Science, C-Tech Business, C-Tech Digital Media

Newcastle School for Boys | Graduated June 2023 | Grades: B, Distinction, Distinction*

GCSEs: Computer Science, Business, Design Technology, Maths, English, Science

Newcastle School for Boys | Graduated June 2021 | Grades: 6, 6, 5, 6, 4, 5

CERTIFICATIONS & TRAINING

IT Technical Support (Level 2) | Leep Talent | February – March 2026

Networking (Level 2) | Leep Talent | February – March 2026

Principles of Cyber Security (Level 2) | Learning Curve Group | September – November 2025

PROFESSIONAL EXPERIENCE

Crew Member | McDonald's

September 2023 – Present • Newcastle, UK

- Act as an informal first point of contact for technical issues affecting colleagues and managers, regularly troubleshooting equipment and technology problems during normal restaurant operations.
- Diagnose and resolve issues including monitor display faults, printer connectivity problems and till system crashes, working quickly to minimise disruption to service.
- Regularly troubleshoot technical and hardware issues independently, escalating when necessary while keeping managers informed of the situation and progress.

- Provide technical assistance to managers and colleagues, including resolving problems with workplace equipment and helping users understand and resolve issues.
- Handle difficult customer situations and complaints professionally, developing strong customer service, communication and problem-solving skills directly relevant to client-facing IT support.
- Train new members of staff, communicating procedures and information clearly and adapting explanations to different levels of experience.
- Regularly trusted to complete opening and closing responsibilities as a crew member, demonstrating reliability, attention to detail and the ability to follow established procedures independently.
- Work across 8+ operational stations in a high-volume environment, adapting quickly to changing priorities while maintaining service standards.
- Work effectively under pressure during busy periods, prioritising problems and maintaining a calm and professional approach when resolving issues.

Software Development Workshop — Award Winner | **Accenture**

March 2025 • Newcastle, UK

- Collaborated with a team of 6 to design, build and deploy an AI-powered web application during a 5-day engineering sprint.
- Used Trello for task allocation and tracking, breaking project requirements into tasks and coordinating work across the team.
- Contributed to frontend and backend development, testing, debugging and deployment throughout the project lifecycle.
- Diagnosed and resolved development issues using a structured troubleshooting approach.
- Presented the completed product to Accenture engineers and a non-technical audience, demonstrating the ability to communicate technical concepts clearly.
- Project was awarded first place among participating teams.

Web Development Work Experience | **Inspired Agency**

July 2022 (2 Weeks) • Newcastle, UK

- Configured networking and email systems within a commercial agency environment, gaining exposure to infrastructure and connectivity troubleshooting.
- Built responsive web pages using HTML and CSS from designer specifications.
- Assisted with WordPress content and email template management.

Software Testing & QA Work Experience | **Nutshell Apps**

December 2022 (1 Week) • Newcastle, UK

- Tested application functionality within a SaaS platform, identifying and documenting bugs and usability issues through structured QA exercises.
- Developed a methodical approach to issue identification, testing and fault reporting.

HOME LAB & INFRASTRUCTURE PROJECTS

Home Network Administration & DNS Filtering | *Raspberry Pi, Pi-hole, Docker, Linux, SSH*

- Configured and maintain a Raspberry Pi running **Pi-hole in Docker**, providing network-wide DNS filtering and ad/tracker blocking.
- Manage **DNS and DHCP configuration**, including fixed device addresses, while monitoring network connectivity across multiple devices.
- Perform Linux administration including SSH access, service management and system troubleshooting.
- Troubleshoot network connectivity and configuration issues across home devices.

Secure Remote Access Infrastructure | *Tailscale VPN, SSH, Linux, Raspberry Pi, Docker*

- Designed and configured a **Tailscale VPN** to provide secure remote access to home network services from external locations.
- Configured remote access across multiple devices and operating systems.
- Troubleshoot connectivity, authentication and configuration issues when maintaining the infrastructure.

Cloud-Hosted Linux Server Management | *Linux VPS, Tailscale, SSH, Cron Jobs*

- Configured and managed a Linux VPS with remote access secured through **Tailscale and SSH**.

- Configured automated cron jobs for service management, maintenance scheduling and monitoring.
- Performed Linux administration, networking configuration and fault diagnosis in a cloud-hosted environment.

Computer Hardware & Repair

- Built and configured **4 PCs**, including systems for friends, gaining practical experience diagnosing and assembling computer hardware.
- Upgraded and replaced **RAM, SSDs, GPUs, hard drives, CPUs and add-in cards**.
- Installed and configured Windows on multiple systems and troubleshoot boot and startup issues.
- Configured BIOS settings including memory profiles and boot-device configuration.
- Repaired personal and third-party devices, including **MacBook trackpad replacement and iPhone screen and Home Button replacement**.
- Configured and troubleshoot routers, Wi-Fi equipment, printers, monitors and other peripherals.
- Installed, terminated and tested Ethernet/network cabling.

AI Career Guidance Web Application | *JavaScript, OpenAI GPT API, HTML/CSS*

- Built a full-stack web application integrating the OpenAI GPT API to provide personalised career guidance.
[guidance.github.com/harvey1g/where-to](https://github.com/harvey1g/where-to)
- Managed the development lifecycle from design through to deployment.
- Project was developed during/alongside the Accenture technology programme and recognised by industry professionals.