

Mr Charlie John Edwards

Profile

I'm a computing graduate from Liverpool John Moores University, holding a First-Class Honours degree in Computing alongside a Level 3 Extended Diploma in Music Technology. I've worked extensively with various operating systems, including Linux, Windows, and Android-based systems on x86 platforms. I have hands-on experience managing virtualised environments with Proxmox, using containerisation tools like Docker, and building web projects across both frontend and backend.
In addition to computing, I have practical experience in audio engineering, setting up and operating PA systems, running mixing desks, and using software-based lighting and DMX control systems for live events. I've also developed strong attention to detail, efficiency, and teamwork through experience in the fast-food industry. I'm a reliable, hands-on learner with a strong drive to keep building my skills and take on new challenges in the computing field.

Education History

Liverpool John Moores University
Degree
September 2022 – June 2025
Address: 3 Byrom St, Liverpool L3 3AF
Course: BSc (Hons) Computing
Final Year Grade: First Class Honours

St Helens College
BTEC
September 2021 – June 2022
Address: Water St, Saint Helens WA10 1PP
Course: Level 3 Extended Diploma in Music (Production)
End Grade: DDD

St Helens College
BTEC
September 2020 – June 2021
Address: Water St, Saint Helens WA10 1PP
Course: Level 3 Foundation Diploma in Music (Production)
End Grade: Distinction

Broadgreen International School
GCSE
September 2015 – March 2020
Address: Queens Drive, Liverpool L13 5UQ
End Grades: English Literature (5), English Language (6), Maths (5), Biology (6), Chemistry (5), Physics (4), History (4), Interactive Media (L2M) and Music (L2D).

Details

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Skills

- Help Desk Support: First-line support for internal business system, issue logging, triage, and resolution.
- Microsoft 365 & Office Tools: Outlook, Excel, Word, SharePoint, Teams.
- Application Support: Business and lab systems in GMP-regulated environment.
- Incident Management: First-line triage, documentation, resolution and escalation practices.
- Database: Working knowledge of relational and non-relational databases (SQL, NoSQL).
- Operating Systems: Windows 10/11, Linux, Bliss OS (Own server setup, Docker, NAS, VMs).
- Networking: TCP/IP, VPNs, switches and firewalls.
- Web Technologies: HTML, CSS, JavaScript, jQuery and react.
- Technical Documentation: Writing SOPs and support guides in TriRx and academic settings.
- Communication: Liaised with stakeholders of varying technical levels.
- Customer Service: Curry's, McDonald's, KFC – fast-paced environments requiring multitasking.

Work Experience

Technical Systems Support Engineer

May 2026 – Present

Oriel Chambers, 14 Water St, Liverpool L2 8TD

As a System Support Engineer at The Investigo Group, I deliver technical and infrastructure support across complex, multi-tenant Active Directory environments and international domain architectures. I handle the onboarding and offboarding of both internal users and external clients across regular domains and our SaaS infrastructure, alongside overseeing full IT stock and asset management. I manage system provisioning via SmartDeploy, handling our weekly Windows builds and deploying role-specific Windows or Linux machines for new starters. I perform in-depth technical troubleshooting across proprietary enterprise applications, session-specific servers, and load balancer configurations, while managing client certificates, VPN connectivity, and endpoint health through ManageEngine. Working within a secure, high-availability ecosystem, I support both internal staff and external client setups to maintain system stability and reliable access.

IT Support Desk Analyst

October 2025 – April 2026

Address: Estuary Commerce Park, Dakota Dr, Liverpool L24 8RJ

As an IT Support Desk Analyst, I provide first-line technical support across retail and head office environments, maintaining the stability of core IT systems. I handle day-to-day issues involving POS/till systems, network connectivity, and end-user devices through a service desk and direct technical calls. My role covers standard troubleshooting of store network setups, including switches, routers, and VPN access. I manage user accounts and permissions, support IT onboarding for new starters, and work in line with internal IT policies, ensuring issues are logged, tracked, and resolved efficiently.

Junior Web Developer Intern

May 2025 – July 2025

Address: 44 Simpson Street, Liverpool, L1 0AX

As a Junior Web Developer Intern at Attach Digital Ltd, l worked on real production features using React, Gatsby, and GraphQL. My main project was building the blog system from scratch, integrating content from DatoCMS into dynamic frontend pages. I also developed a headless, serverless Shopify order counter using Netlify Functions and the Shopify Admin API—backend logic that drives a physical Smiirl display. I followed code standards, used Git for version control, and deployed through Netlify. This role gave me hands-on experience shipping clean, modular code in a modern, fast-paced development environment.

Business Administrator (Freelance)

February 2025 – July 2025

Address: Sandrock Road, New Brighton, Wallasey, CH45 5EG

As a Business Administrator at Rakoma Tech, I provide essential administrative support to a nursing home client, focusing on HR and general office management. My responsibilities include maintaining HR records, tracking staff rotas and annual leave, and ensuring compliance with Care Quality Commission (CQC) standards. I also

- Adaptability: Self-starter with structured problem-solving mindset and continuous learning drive.

manage office systems, coordinate internal communications, and assist with GDPR-compliant record-keeping to improve overall organisational performance.

Sales Colleague

October 2024 – January 2025
Address: New Mersey Retail Park, Speke Rd, Liverpool L24 8QB

As a Sales Colleague at Curry's, I delivered daily customer engagement and sales support, leveraging my product knowledge to connect customers with the best technology solutions. I guided customers to the right products, efficiently and managed transactions at checkout. I also maintained up-to-date knowledge of new product launches through ongoing training to ensure my recommendations meet the latest industry standards.

TriRx Pharmaceutical Services (Summer Internship)

July 2024 – September 2024
Address: Fleming Rd, Liverpool L24 9LN

As an IT Analyst at TriRx, I provided daily business and administrative support for core IT applications via an IT service desk solution. I also managed bespoke lab systems, performing annual reviews to ensure GMP compliance. Additionally, I led browser security enhancement projects, acting as both Project Leader and Subject Matter Expert (SME). Throughout my role, I maintained and updated technical documentation to ensure proper life cycle management of IT systems.

Rainhill Musical Theatre Company (Paid)

January 2023 – January 2023
Address: Rainhill Village Hall, Rainhill L35 4LU

Job Description: Assistant audio engineer setting up PA systems and responsible for mixing and mastering sound.

Rainhill Musical Theatre Company (unpaid)

April 2022 – April 2022
Address: Rainhill Village Hall, Rainhill L35 4LU

Job Description: Assistant audio engineer setting up PA systems and responsible for mixing and mastering sound.

McDonald's

October 2021 – June 2024
Address: 82/86 Lord St, Liverpool L2 1TL

Employer: McDonald's
Job Description: In the role of a Crew Member, I am responsible for preparing and cooking food, assembling orders, and maintaining a high standard of food safety.

KFC

May 2021 – September 2021
Address: 535 Edge Lane, Old Swan

Employer: KFC
Job Description: As a team member I was responsible for greeting customers, taking orders, processing transactions on the cash register, and assembling orders.

Yodel Delivery Network Limited (Work Experience)

June 2019 – June 2019
Address: Atlantic Pavilion Albert Dock, Liverpool L3 4AE

Employer: Gemma Downie
Job Description: During my time at Yodel, I was responsible for performing a range of administrative duties, including data entry, shipment tracking and updating the HR database.

References

Peter Mitchell
IT Technical and Cyber Security Analyst at TriRx Pharmaceutical Services
Fleming Rd, Liverpool L24 9LN
Email: pjmitchell@trirx.com

Dr. Rob, Lyon
Senior Lecturer at Liverpool John Moores University
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