

HARRISON BENSON

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Portfolio: hbenson.co.uk | **Certifications:** [Oracle OCI Foundations](#)

PROFESSIONAL OVERVIEW

A practical, detail-oriented IT and Communication technician with hands-on experience managing user accounts, provisioning enterprise endpoints and troubleshooting client-side connectivity across a multi-campus educational environment. Combines structured corporate ticketing experience with a dedicated personal homelab used to study Linux server environments, Proxmox virtualization, and secure remote tunnelling.

TECHNICAL MATRIX

- **IT Support & Admin:** Active Directory user management, user access permissions, enterprise device provisioning, Windows desktop troubleshooting and Freshdesk ticketing.
- **Networking:** Cisco Meraki Cloud Dashboard management, physical wireless Access Point deployment, local network connectivity fault diagnosis.
- **Homelab Hypervisors & OS:** Proxmox VE clustering, Ubuntu Linux Server, basic Windows Server 2025 administration.
- **Web Setup & Routing:** Nginx reverse proxy configurations, Cloudflare Tunnels (cloudflared), Tailscale secure subnet routing, basic OpenSense firewall rules.
- **Development:** Micro-controller logic configuration and scripting utilizing Visual Studio Code (VS Code), CircuitPython, and MicroPython as well as Arduino-based C++.

PROFESSIONAL EXPERIENCE

IT & Network Technician | Durham Cathedral Schools Foundation | *Jan 2025 – Present*

- **Frontline Support:** Acting as a core member of a three person team supporting the technical needs of a three-campus educational foundation, independently resolving user tickets within Freshdesk.
- **Identity & Access Management:** Utilize Active Directory daily to manage user profiles, modify access permissions, perform password resets, and update security groups.
- **Deployments:** Configure, image, test, and deploy laptops, PCs, and mobile endpoints in alignment with internal school policies.

- **Network & Device Support:** Deploy physical campus access points. Utilizing the Cisco Meraki Cloud Dashboard to monitor hardware health, execute remote device power-cycles, and resolve localized PC network connectivity faults.
- **Continuity:** Kept frontline support operational and maintained helpdesk reliability during a 5-month period of senior management absence.

PERSONAL PROJECTS & HOMELAB INFRASTRUCTURE

Home Server Architecture & Secure Web Hosting | Website: hbenson.co.uk

- **Proxmox VE:** Engineered and maintain a dual-node hypervisor home lab to isolate production services and experiment with Linux system environments:
 - *Node 1 (Custom 4U Server):* Built with an Intel i5-8500, 40GB DDR4 RAM, and dedicated hardware RAID storage arrays. Hosts primary virtual machines.
 - *Node 2 (Dell PowerEdge R730):* Configured with an Intel Xeon E5-2680v4, 80GB Cisco UCS ECC RAM, and iDRAC remote management. Used for primary file storage servers and web hosting redundancy.
 - *Node 3 (Raspberry Pi 3B+):* Setup a Raspberry Pi 3B+ to manage quorum votes as to maintain high availability if one node was to go offline.
- **3-LXC Security:** Implemented a highly secure, automated deployment pipeline for personal web properties across three isolated Ubuntu Linux containers (LXCs) to practice strict network segmentation:
 - *LXC Tier 1 (HL-WEB-01, HL-WEB-02):* Dedicated Nginx web server hosting public-facing application files.
 - *LXC Tier 2 (HL-CF-01, HL-CF-02):* Outbound Cloudflare Tunnel proxy agent, delivering traffic securely without requiring open inbound ports on the home network firewall.
 - *LXC Tier 3 (HL-CODE-01, HL-CODE-02):* Isolated, production development environment accessible solely via secure SSH keys to edit and push code updates.
- **Monitoring:** Configured Uptime Kuma agents to track service availability across the lab environment, logging response time trends and sending automated alerts to Discord.

Robotics & Engineering

- **Newcastle University STEM Event:** Led an engineering team to develop a functional, EMG controlled transradial prosthetic limb, winning 1st Place. Used

Visual Studio Code to script MicroPython control logic connecting biometric EMG sensor data to physical micro-servos.

- **Open-Source Robotics:** Built an InMoov i2 humanoid robot head. This involves custom 3D printing and CAD design to fabricate the mechanical parts, alongside programming micro-controllers (Arduino) to handle the physical motor movements and sequencing. Currently I am building a 6-axis Moveo inspired robotic arm, integrating high ratio gearboxes and industrial kinematic principles to replicate industry standard mechanical design.

EDUCATION & TRAINING

- **Level 3 IT & Communication Technician Framework** | ITEC North East

Note: Completed over 12-months of practical training and portfolio tracking components. Formal endpoint certification was disrupted solely due to the training provider entering administration.

- **Oracle Cloud Infrastructure (OCI) Foundations Certification**
- **Level 2 National Foundation Diploma in IT** – Newcastle College
- **GCSEs:** Consett Academy (Including Computer Science and Design & Technology, Enterprise)