

Pheeraphat Bunliang

IT Support & Administration

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PROFILE

ICT graduate combining hands-on technical support skills — Active Directory, Windows Server, networking and Linux systems, built through self-directed lab work and academic study — with strong administrative and organisational ability. Confident troubleshooting technical issues, maintaining accurate records and documentation, and providing reliable, detail-focused support to users, teams and offices. Adaptable and fast-learning, with solid Microsoft Office skills and a proactive approach to picking up new systems and processes. Seeking an entry-level role in IT support, systems administration, or general office/administrative support.

KEY SKILLS — IT SUPPORT

- Active Directory administration & Windows Server configuration
- Windows 10/11 support & troubleshooting
- Networking fundamentals: TCP/IP, DNS, DHCP, static IP, LAN troubleshooting
- 1st line / helpdesk support, ticket logging and escalation
- Password resets, account unlocks & user permissions management
- Hardware diagnostics, building, upgrading and repair
- Linux server administration (self-hosted home lab)
- Remote user support and technical documentation

KEY SKILLS — ADMINISTRATION

- Microsoft Office: Word, Excel, Outlook, PowerPoint
- Data entry, record-keeping and document management
- Filing, organisation and process documentation
- Email and phone correspondence handling
- Diary/schedule coordination and administrative support
- Customer service and professional communication
- Spreadsheet and database maintenance
- Organisation, time management and working accurately under pressure
- Adaptability and fast learning of new systems and software
- High attention to detail

TECHNICAL SKILLS

- **Systems & Infrastructure:** Active Directory (AD DS), Organizational Units, Group Policy, Role-Based Access Control (RBAC), Windows Server 2022, Windows 10/11, DNS configuration & troubleshooting (NSLookup)
- **Networking:** TCP/IP, static IP addressing, IPv4 routing, DNS, DHCP, LAN troubleshooting, remote authentication
- **Linux & Hardware:** Linux server administration (home lab), PC building, component diagnostics & repair, hardware upgrades
- **Office & Administration:** Microsoft Office 365 (Word, Excel, Outlook, PowerPoint), email systems, data entry, document and record management
- **Development & Automation:** AI-assisted scripting & automation, website deployment

TECHNICAL PROJECTS

Active Directory Enterprise Support Lab — Self-Hosted Virtual Environment

- **Architecture & Networking:** Built a dual-VM network bridging Windows Server 2022 (Domain Controller) and Windows 10 Pro endpoints using static IP assignment, custom IPv4 routing and internal DNS resolution.
- **Directory Services (AD DS):** Configured Active Directory Forest structure, provisioned Organizational Units, created user accounts, and implemented Role-Based Access Control.
- **System Administration:** Joined client workstations to the domain, verified DNS query resolution via NSLookup, and validated remote user authentication.
- **User Support Simulation:** Ran 1st-line IT desk simulations: password resets, account unlocks, permissions management, and network troubleshooting, with supporting documentation for each case.

EMPLOYMENT HISTORY

Warehouse Packer

January 2026 – Present

- Packed, sorted and prepared high volumes of stock for distribution in a fast-paced, quality-checked environment, consistently meeting throughput targets.

- Maintained high accuracy and attention to detail under time pressure, with a strong record-keeping and quality-control mindset.
- Worked reliably within a team to keep dispatch schedules on track — organisation, communication and time-management skills that carry directly into IT support and administrative environments.

CERTIFICATIONS & EDUCATION

- Pearson BTEC Level 3 National Extended Diploma — Merit (2025)
- Pearson BTEC Level 3 National Foundation Diploma — Merit (2024)
- Pearson BTEC Level 1/2 First Certificate in Information & Creative Technology — Double Merit (2023)

REFERENCES

Available on request.