

SHAUN ALLEN

IT PROFESSIONAL – WEB DESIGN, HOSTING & SUPPORT

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PROFILE

Technical Manager and IT / Telecommunications professional with extensive experience supporting and managing broadband and network infrastructures. Proven background in network operations, incident response, troubleshooting, and technical team leadership across ISP and telecom environments. Skilled in routing, switching, wireless technologies, VLANs, subnetting, and network security. Strong experience handling outages, alarms, escalations, and root cause analysis (RCA/RFO). Passionate about delivering reliable, secure network services, maintaining Cyber Essentials compliance, and driving continuous operational improvements.

KEY SKILLS

- Network monitoring & incident response
- Network administration & infrastructure
- Routing, switching & wireless technologies
- VLANs, subnetting & IP networking
- Network security & access control
- Outage management & escalation
- Root cause analysis (RCA) / RFO
- VoIP & telecom systems
- Microsoft 365 & cloud services
- Documentation & change control

EXPERIENCE

Business Support Coordinator

2022 – 2026

[Frontier Networks](#)

- Monitored, maintained, and troubleshot IT and network systems including VoIP, Microsoft 365, Ubiquiti, CCTV, and firewall infrastructure.
- Responded rapidly to service-impacting issues, outages, and escalations, ensuring minimal disruption.
- Supported network security controls, user access, and system integrity aligned with Cyber Essentials compliance.
- Managed incident handling, reporting, and documentation, contributing to operational transparency.
- Delivered support for VoIP / Telecom customers, resolving technical and service-related issues.

- Identified and implemented system and process improvements.

Support Teamleader

2020 – 2022

Purebroadband

- Led 2nd line technical support operations in a fast-paced ISP environment.
- Diagnosed and resolved complex issues across MikroTik, Ubiquiti (UniFi), and Cambium networks.
- Investigated network faults, performance degradation, and customer-impacting incidents.
- Collaborated with Network Operations & Engineering teams to restore services.
- Handled major incidents, escalations, and SLA-driven resolutions.
- Provided mentorship and technical guidance to support engineers.

Support Teamleader

2015 – 2020

Quickline Communications

- Led customer and technical support within a broadband / wireless ISP environment.
- Managed service incidents, outages, and technical escalations.
- Supported troubleshooting across wireless (FWA), routing, and switching infrastructure.
- Oversaw hardware platforms including MikroTik, Ubiquiti, and Cambium.
- Analysed service metrics, faults, and recurring issues.
- Contributed to process improvement and service reliability initiatives.

Computer Technician

2010 – 2015

Global IT Services

- Diagnosed and repaired hardware, OS, and network-related issues.
- Installed and configured operating systems, applications, and network equipment.
- Performed upgrades, maintenance, and performance optimisation.
- Maintained accurate service tickets and technical records.

EDUCATION & PROFESSIONAL DEVELOPMENT

Ongoing professional development in:

- Network technologies
- Cybersecurity & compliance
- Infrastructure & systems administration
- Web & hosting technologies