

MICHAEL J. CHERRINGTON

PERSONAL DETAILS

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PROFILE

Currently pursuing a career in cyber security with Carbon Black as a Service Desk Analyst whilst also pursuing a BSc (Hons) Computing & IT, with the Open University. Knowledge of various networking principles including the OSI layer model and sub-netting. Extensive experience in physical upgrades and usage of various operating systems including Linux, Windows 7, 8 and 10 and Mac OSX.

Undergoing practical training in networking through Cisco CCNA testing and Linux Administration through the CompTIA Linux+/LPIC 1 certification. Currently building knowledge of the information security space through hands-on product usage and certification with the goal to strengthen my knowledge in cryptography, threat hunting and software development.

Passionate about cyber security and threat hunting. With the Internet of Things and networking becoming ubiquitous, I am intensely focused on solutions to protect users from ever more sophisticated cyber-attacks.

EDUCATION & QUALIFICATIONS

2017 Fundamental Linux Administrator
2017 Carbon Black Response Administrator Training
2018 Carbon Black Defence Associate Analyst
2018 Carbon Black Protection Associate Analyst
2015 BSc (Hons) IT, Computing & IT (completing in 2019)
2014 Access to Science course (Physics, Chemistry, Biology, Design, Technology)

SKILL SUMMARY

Operating Systems	Microsoft Windows, Apple OSX, Linux.
Software	Microsoft Office, Carbon Black Protection/Response/Defence, VMWare, Linux CLI, MS Internet Explorer, Mozilla Firefox, Google Chrome.
Business	Communication, Interpersonal, Team Work, Problem Solving, Technical
Operational	Contract Drafting, Business Awareness, Negotiation, Organisational, Compliance, Report Drafting,

REFERENCES AVAILABLE ON REQUEST.

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EMPLOYMENT HISTORY

Dec 2016 – current

Carbon Black UK, Reading

Carbon Black is a leader in Next Generation Endpoint Security and our aim is to live in a world free from cyber-attacks.

As part of a multi-national team of analysts and engineers who are extensively trained on the entire line of security software products that are produced and supplied by Carbon Black, I provide technical assistance to enterprise clients around the world in order maintain the integrity of their systems within defined SLAs.

Deliver the following:

- Provide exceptional customer service while responding to phone, e-mail and online requests for technical support.
- Provide attention to cases according to Service Level Agreements and customer status.
- Provide Tier 1 and 2, first point of contact and basic to intermediate troubleshooting for customer issues including providing face to face support through Webex sessions and phone calls.
- Conduct customer follow ups for existing cases which include working with engineers to investigate logs to pinpoint errors and provide solutions.
- Handle portal access requests and issues for customers.
- Assist customers in basic installation and deployment of Carbon Black's software products.
- Clearly identify, document, and find solutions for customer issues and product problems.
- Escalate critical customer situations to the appropriate level of management and advanced support.
- Part of the Knowledge-centered support (KCS) council within Carbon Black. Transforming the way knowledge based articles are written and delivered to the client, allowing for greater product transparency.

Skill snapshot: Organisational skills, Team Work, Project planning, Carbon Black Protection/Response/Defence. Log analysis, Communication, Knowledge-Centered Support (KCS)

Apr 2016 – Dec 2016

Dimension Data, London

Dimension Data accelerates the ambitions of its clients by delivering exceptional value through its great people. As an organisation, we're inspired by teamwork, innovation, diversity, and integrity. We're driven by professional excellence and always place our clients at the centre of everything we do. As a global leader in the provision and management of specialist IT infrastructure solutions and services, let us bring your ambitious ideas to life and accelerate your success.

Joined the support team on a contracting basis, providing first line support to a range of global companies.

Delivered the following:

- Raised and acted on tickets created within the ITIL framework including Incident, Problem, Change, and Event.

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- Commissioned and decommissioned various collaboration systems remotely for various clients.
- Provided first line support in English, French and German for multinational clients.
- Remotely upgraded operating systems on various hardware devices including Cisco and Polycom collaboration devices.
- Troubleshoot various network issues using Wireshark, TRACERT, and PING commands and escalated more complex issues to the 2nd line support team.
- Set-up new users and administered passwords and accounts for both internal and external clients through various channels including Microsoft Server 2012.

Skill snapshot: Organisational skills, Team Work, Cisco IOS, Putty, Language Support (French/German), ITIL, Polycom, Wireshark, Microsoft AD, Network investigation (PING/TRACERT)

Nov 2015 – Jan 2016

Arrowbridge Capital Ltd, London

Arrowbridge Capital Ltd specialises in financing public infrastructure and commercial development projects. Arrowbridge Capital works with a blend of hedge-funds, private banks and ultra-high net worth families to finance projects as diverse as transportation and renewable energy.

Joined on a short term contractual basis to provide specific legal and commercial advice, including project planning and logistics for a team of renewable energy specialists who are working on a 150MW wind farm project in the Western Cape Province of South Africa.

Delivered the following:

- Authored a detailed report on the Renewable Energy Independent Power Producers Procurement Programme (REIPPPP) and how the wind project would be able to make use of the feed-in-tariffs to achieve profitability.
- Provided detailed advice on the public administration requirements for the wind project development within South Africa.
- Organised travel, accommodation and telecommunications logistics for the team in South Africa.
- Provided translation services for the team, meeting public officials who could not speak English in the provincial government.

Skill snapshot: Organisational skills, Translation, Project planning, Legal and commercial analysis.

Mar 2014 – Nov 2015

Central Markets (London) Ltd, London

Central Markets is an independent and privately owned boutique stockbroker, based in the heart of the City of London. We offer traditional stockbroking services to our clients from advising on buying and selling of individual stocks, to trading the market through CFDs and Spread betting. Central Markets also provided investment advice and entry into the field of renewable energy investment.

Joined as part of a small team with the aim of providing investment advice and entry into the South African carbon market, which was in the process of a significant growth phase following the publication of draft legislation regarding a carbon tax to be implemented in mid to late 2016. Was made redundant due to overall income fluctuation arising from adverse market conditions.

Delivered the following:

- Joint venture negotiation
- Contract drafting
- Mitigation analysis for blue companies in South Africa affected by the tax.

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- Authored cost/benefit analyses for blue chip companies in South Africa wishing to generate electricity through renewable sources.
- Advised the COO on compliance regulations in the UK and South Africa related to renewable energy investment.

Skill snapshot: Negotiation, Team Work, Contract drafting, Numerical analysis, Compliance.

Feb 2013 – Mar 2014

Paymentsense, London

Paymentsense is the UK's largest merchant services provider. The company enables 30,000 SME's to accept credit and debit card payments and process over £2billion worth of card payments every year.

Joined the customer service team which included technical assistance to merchants regarding physical card reading systems and e-commerce systems. The business to business relationship included billing and contractual queries as well as technical queries related to the implementation of e-commerce and telephone ordering systems for SME's.

Provided the following services for SME corporate clients:

- Telephone based customer service dealing with billing and contractual queries.
- Telephone based technical assistance on physical card reading platforms including those linked to mobile phones.
- Telephone based support to developers and clients for the integration of the e-commerce payment platform within various corporate websites. Support included web based merchant services for clients who took payments over the phone.
- PCI-DSS (Payment Card Industry-Data Security Standard) support for clients who were in the process of acquiring merchant services and those who were renewing their certificate.

Skill snapshot: Customer Service, Hardware support, E-Commerce support, Compliance, Account management.

Jun 2012 – Dec 2012

easyJet PLC, Berlin Airport

Easyjet is one of Europe's leading airlines, operating over 600 routes across 30 countries with a fleet of over 200 Airbus aircraft. The airline employs over 8,000 people and carries approximately 60 million passengers based on last year's figures.

Joined as Cabin Crew attached to the base at Berlin Schoenefeld Airport (SXF) in Germany's capital city. Successfully passed training exams with an average of 98% and was licensed to operate aboard the full range of short range Airbus Aircraft including the A319, A320 and A321. The employment was for 6 months, which provided the opportunity to enhance linguistic skills in German and experience life in a different country.

Provided the following services on-board

- Passenger safety briefings
- Aircraft security checks
- Food and beverage service to passengers and flight crew
- Safety checks during flight and communication to the flight crew.
- Medical assistance to passengers in medical distress.
- Translation of landing documentation to non-speakers of English or German.

Skills snapshot: Team work, Customer Service, Security, First-aid, Translation, Problem solving, Forward planning, Complaint handling and resolution.

Nov 2006 – Jun 2012

British Airways PLC, London Gatwick

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British Airways is the flag carrier airline of the United Kingdom, operating from both London Heathrow and Gatwick airports with a subsidiary operating from London City airport. It is the largest airline in the UK by fleet size and flies to 183 destinations worldwide, utilising 290 short and long range aircraft.

Joined as Cabin Crew attached to the base at London Gatwick Airport (LGW), operating both long and short range routes. Trained on the short range Boeing 737 as well as the Airbus A 318/319/320/321 and the long range Boeing 777 aircraft. Extensive airline operations experience in managing customer requirements relating to religion, diet and cultural requirements of passenger's needs. Qualified as a medical first aider and a licensed defibrillator operator.

Provided the following services on-board

- Passenger safety briefings
- Aircraft and outstation security checks
- Food and beverage service to passengers (including cultural sensitivity to the dietary requirements of various religions).
- Safety checks during the flight and communicating to either senior crew or flight crew.
- Medical assistance to passengers in medical distress.
- Translation of immigration documents for non-speakers of English. (The ability to translate to Afrikaans, Dutch, German, French, Russian and Polish).

Skills Snapshot: Team work, Customer Service, Security, First-aid, Translation, Problem solving, Forward planning, Complaint handling and resolution.