Alexander Macpherson CV

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Employment History

IT Technician
Northway Communications | 2018 – Present

- Provide technical support for end-users, resolving hardware, software, and network issues efficiently.
- Configure, deploy, and maintain VoIP systems (FreePBX, Wildix, 3CX) and handsets (Snom, Yealink, Gigaset, Grandstream, Cisco).
- Administer Microsoft 365 tenants, including user management, mailbox configuration, and license allocation.
- Configure broadband connections, DrayTek routers, and perform diagnostics on network lines.
- Install and maintain structured cabling, patch panels, and comms cabinets.
- Document technical procedures and create user guides for internal use.

- Carry out demo VOIP sessions to end customers.

Customer Assistant
Tesco | 2014 – 2018

- Delivered excellent customer service in a fast-paced retail environment.
- Managed stock rotation, handled transactions, and supported store operations.

Education

HND in Computing, Information Technology
Heart of Worcestershire College | 2014 – 2018

GCSEs (7x C-Level)
Bishop Perowne High School | 2009 – 2014

Additional Qualifications

• Wildix Field Engineer (W-FE) – Basic Technical Training
• DrayTek Certified Network Administrator

Technical Skills & Expertise

VoIP Systems & Telephony

- Skilled in configuring, deploying, and supporting VoIP phone systems, including FreePBX, Wildix, and 3CX.
- Hands-on experience setting up and troubleshooting VoIP handsets (Snom, Yealink, Gigaset, Wildix, Grandstream, Cisco).
- Proficient in diagnosing call quality issues, managing SIP trunks, and maintaining stable telephony environments.

Microsoft 365 & Email Administration

- Experienced in Microsoft 365 tenant management, including user administration, mailbox configuration, and license allocation.
- Skilled in configuring and troubleshooting IMAP and POP email clients.
- Knowledgeable in Domain & DNS management (A, MX, CNAME, TXT) and resolving propagation issues.

Networking & Infrastructure

- Strong understanding of TCP/IP networking, DHCP, and static IP configurations.
- Confident using command-line network diagnostics (ping, tracert, nslookup, etc.).
- Experienced with broadband line diagnostics and DrayTek router configuration.

Infrastructure Installation & Cabling

- Skilled in installing and maintaining structured cabling, patch panels, and comms cabinets.
- Knowledgeable in small office/home office network setup and general cabling requirements.

Technical Support & Troubleshooting

- Proven ability to provide effective end-user support and remote diagnostics.
- Experienced in writing technical documentation and guiding non-technical users through resolutions.

And about Me

- Passionate **West Bromwich Albion supporter** and all-round sports enthusiast. Enjoy playing football, staying active at the gym, exploring new places, and caring for my tropical fish aquarium.