

# Duncan McCabe

## ABOUT ME

I am a Cisco Certified DevNet Associate with a background in the communications and networking industry. After obtaining a business degree from the University of Exeter, I began a technology-focused career with Spitfire Networks in London. In my technical support role, I successfully managed client issues and collaborated with our in-house engineering team to implement solutions for our customers. This experience gave me a solid foundation in networking products and technologies. Eager to expand my knowledge further, I left my role in mid-2023 to take a full-time Python course, followed by the Cisco DevNet course and certification. This has given me a good understanding of networking software development and design, automation, DevOps practices and Cisco platforms and their APIs/SDK. I am now looking for work where I can effectively apply these skills.

As a professional, I am known for being highly motivated with strong communication skills and the ability to multitask effectively. I pride myself on my attention to detail and my ability to anticipate and analyse problems and risks. I am a British citizen and have spent most of my life in Singapore and Malaysia, which has enriched me with an appreciation for diverse cultures and viewpoints. I have a Singapore driving licence and can start work immediately.

## EDUCATION

BSc. (HONS) **University of Exeter** BSc. (Hons) Business 2:1 SEP 19 – JUN 22

INTERNATIONAL BACCALAUREATE **Marlborough College Malaysia** SEP 16 – JUN 18  
32 points achieved across Mathematics (HL), Design & Technology (HL), Economics (HL), Physics (SL), English (SL), Spanish (SL)

IGCSE **Marlborough College Malaysia** SEP 12 – JUN 16  
Mathematics (A\*), Economics (A), Triple Science (A\*/A/A), Spanish (A), Computer Science (B), Design & Technology (B), English Language (B), English Literature (B)

## PROFESSIONAL QUALIFICATIONS



**Cisco Certified DevNet Associate**

Verification link [here](#)

DEC 23

## EMPLOYMENT HISTORY

### NETWORK SUPPORT ENGINEER SPITFIRE NETWORK SERVICES (SEP 22 - MAY 23)

- Launched my career in an office-based role as a network support technician
- Collaborated with professionals to produce high-quality network services
- Handled client queries efficiently and effectively, ensuring high customer satisfaction
- Skilled in configuring and troubleshooting routers for optimal network performance
- Specialized in identifying and remedying voice over IP (VoIP) call quality issues, employing network analysis
- Completed technical product training and applied the knowledge to solve customer issues
- Expertly addressed product queries, providing solutions with confidence and competence
- Diagnosed and resolved client connectivity and routing issues
- Trained new staff members and shared best practices in network management and support

### SALES ASSISTANT

#### THE NORTH FACE SINGAPORE BRANCH (AUG 18 – JAN 19)

- Gap year work experience
- Operation of point-of-sale equipment and handling of payments via cash, credit cards and phone
- Dealt with exchange, refunds, warranty and complaints
- Stock arrivals, stock taking and audits
- Single-handedly managed a North Face concession, including opening and settling of sales at close
- Shop dressing of displays and post-renovation shop set-up
- Warm customer service and personal advice
- Expert product knowledge
- Training of new staff members

## TECHNICAL SKILLS

Python 3.x • Visual Studio Code • HTML/CSS/Bootstrap • SQL • Cisco Platforms (Compute, Collaboration, Security, Network Management) • Docker Containers • Linux (Ubuntu) / Bash • MS Windows • JSON/YAML/XML • Git/Github • CI/CD/GitHub Actions/Microsoft Azure • REST APIs / Restconf / Netconf • YANG • PyTest • Ansible • VM Ware Workstation • Microsoft 365 • Cisco CLI • TeamViewer • SightCall • 3CX • IP Phone Manager • SolarWinds • Cacti Monitoring Platform • Remote Desktop • Draytek GUI • Technicolour GUI

## AWARDS

### Music

ABRSM Piano Grades 1-5  
ABRSM Music Theory Grades 1-5

INTERESTS | My interests include cycling, squash, reading, current affairs, football and hiking.