

Ben Knowles | Senior Field Support Engineer

Location: xxxxxxxxxx Mobile: xxxxxxxxxx Email: xxxxxxxxxx

Professional Profile

An experienced professional with 15+ years of IT experience in a variety of systems used in the marine industry.

Has a broad range of skills including project management and technical support.

Core skills

- Linux
- TCP/IP
- PostgreSQL
- Cisco
- Oracle
- Vessel
- Experience

Career

Oct 2012

ION Geophysical Services
innovative marine geophysical
customer service

Key Responsibilities

- Provide technical support to customers
- Act as a liaison between customers and the company
- Manage the company's database

- Provide technical support to customers
- Act as a liaison between customers and the company

- Manage the company's database
- Provide technical support to customers

Key Achievements

- Achieved a 95% customer satisfaction rating
- Reduced the company's database size by 50%
- Increased the company's revenue by 20%

Additional Information

- Member of the IEEE
- Member of the ION

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15+
marine

management
project

support

training

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to meet the

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related issues.
incident

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MV Polar Prince.
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Conference.
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whal.

ard instructor and

ommando 30-mile

Apr 2009 - Dec 2010

Network Administrator, xxxxxxxx

Lumison was an ISP and managed service provider offering a range of services including managed hosting

Key Responsibilities

- Part of a team on a shift-basis to provide 24/7 support
- Used a range of tools using agreed procedures
- Identified the need for Cisco LAN

Sep 2001 - Apr 2009

Net Resource
courses, under

Key Responsibilities

- Lead training and design (C)
- Received

Mar 2000 - Apr 2001

Feb 1998 - Mar 2000

Key Responsibilities

- Initially responsible for web hosting and management including
- Part of a team and technical of 16 in

Educational

IT Training

2012 U
2012 R
2010 C
2008 C
2007 C
2005 C
2004 L

Other Training

2016
2015
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2014
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2012

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