

Shaun Miller

CUSTOMER SERVICE ENGINEER

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PROFILE

Engineer with over ten years across Microsoft, VMware and network environments - now supporting retail technology, EPOS and self-service estates that have to keep trading.

EXPERIENCE

Customer Service Engineer

2025 - Present

HERBERT RETAIL

Customer-facing service engineer for a retail technology integrator, supporting in-store hardware and software across national grocery and high-street estates. The work spans installation, configuration and fault resolution on live trading systems, where a store cannot simply stop while a fix is found.

- Install, configure and support checkout, self-service and EPOS systems across customer sites.
- Electronic shelf label deployments and weighing and labelling scale servicing across grocery estates.
- Handheld and mobile device support - configuration, hardware replacement and on-site user guidance.
- Click and collect locker installation and ongoing maintenance.
- Working to service-level agreements alongside the central call desk, keeping trading systems available during store hours.

Technical Engineer

2016 - 2025

CDW

Delivering and supporting infrastructure for enterprise clients across Microsoft technologies, VMware virtualisation and network security. Day to day this covers build and deployment, and fault diagnosis on live systems.

- Microsoft server and desktop estates: build, patching, migration and escalation support.
- VMware virtualisation - host and guest provisioning, resource management, troubleshooting.
- Network and security work across switching, firewalls and remote access.

Customer Support Engineer

2015 - 2016

WINCOR NIXDORF

Second-line support for blue-chip retail and banking clients. Diagnosed and resolved technical faults, managed complaints through to resolution, and delivered customer training on the technical programmes they relied on.

- Owned diagnosis and resolution of escalated hardware and software faults.
- Handled complaint cases end to end, keeping clients informed throughout.
- Ran customer training sessions on system operation and first-line fixes.

Remote Support Specialist

2012 - 2015

NCR CORPORATION

Remote diagnosis and resolution of network and system issues for customers and end users. Worked from the customer's description back to root cause, walked them through the fix, and wrote up the resolution for the wider team.

- Diagnosed faults remotely from customer reports and ran immediate troubleshooting.
- Advised on preventative steps to stop repeat failures.
- Recommended upgrades and installations to improve system performance.
- Wrote resolution reports and fed fixes back into team process improvement.

CERTIFICATIONS

Microsoft Certified 2008 - 2022
Microsoft Certified Desktop Support Technician (MCDST) and Microsoft Certified Professional (MCP).

CompTIA A+ 2008
The industry-standard certification for core technologies - hardware, networking, virtualisation and security fundamentals.

TECHNICAL SKILLS

Networking	Expert	Microsoft 365	Proficient
Cisco	Advanced	VMware	Proficient
Dell	Advanced	HP	Working knowledge