

Tim Harrison

Web Developer & IT Specialist

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PROFESSIONAL SUMMARY

IT professional with 14+ years of experience across web development, cloud infrastructure, and technical support. Hands-on practitioner of AI-assisted development - using Cursor IDE and Claude Code in day-to-day web projects to accelerate delivery, automate repetitive tasks, and improve output quality. Familiar with Claude (Anthropic), ChatGPT (OpenAI), and Gemini (Google). Seeking to move into AI/automation implementation and technical roles where practical experience applying LLMs to real workflows adds immediate value.

TECHNICAL SKILLS

AI & LLM Tools	Claude, Claude Code, Cwork, Cursor IDE, ChatGPT, Gemini, NotebookLM (adopting)
Web Development	Ruby on Rails, HTML5, CSS3 / SASS, JavaScript, Pug, MySQL, React (adopting)
Cloud & M365	Microsoft 365, Exchange, Active Directory, SharePoint, Teams
Infrastructure	Cloudflare (DNS, CDN, Security, Forms), 3CX VoIP, Windows Server, Tailscale, DuoCircle
Networking	LAN/WAN setup, Ubiquiti hardware/software configuration, structured cabling
Dev Tools	Git / GitHub, Python, Prepros, Vite (adopting), Obsidian (adopting)
Support	Remote & onsite support, hardware repair, user onboarding, ticket management (BoldDesk)
Design & Content	Web design, Adobe Photoshop, SEO / content creation, structured data markup

EXPERIENCE

Technical Support / Web Developer | Level-five Information Technology Pty Ltd *Sep 2011 – Present*
Sydney, NSW, Australia · 14+ years

Web Development

- Built and maintained client websites across a range of scales - from lightweight static sites (5–20 pages) using Pug, plain CSS, and JavaScript, to larger multi-function sites on a Ruby on Rails / MySQL / SASS stack
- Implemented structured data markup, on-page SEO optimisations, and performance improvements across the client portfolio
- Adopted an AI-assisted development workflow using Cursor IDE and Claude Code - reducing time spent on repetitive tasks (structured data, SEO boilerplate, CSS scaffolding) and using AI to rapidly prototype design directions
- Managed DNS, CDN, DDoS protection, and contact form integrations via Cloudflare
- Maintained client sites on an ongoing basis including content updates, security patches, and hosting management

Technical Support

- Delivered remote and onsite IT support to a diverse portfolio of SMB clients across Sydney
- Administered Microsoft 365 environments: Exchange Online, user provisioning, licensing, Teams, and SharePoint
- Configured and maintained networking infrastructure including routers, switches, cameras and structured cabling
- Managed Windows Server environments and performed routine maintenance and monitoring
- Handled hardware deployment, setup, repair, and end-of-life replacement for workstations, laptops and printers
- Assisted clients through, general technical support, cloud migrations and IT infrastructure upgrades

Sydney, NSW, Australia · 8 months (contract)

- Optimised staff workflows across Microsoft Exchange, Office 365, Affinity (legal practice management software), Adobe Acrobat and file sharing (MASV and eBrief Ready)
 - Migrated all staff to a virtualised environment using Microsoft Remote Desktop
 - Facilitated a full office hardware refresh - upgrading all firm workstations and laptops
 - Coordinated the relocation of all IT equipment to the firm's new premises with minimal operational disruption
 - Configured staff laptops for remote working from court and home environments using Tailscale
 - Managed Windows servers and administered the firm's 3CX VoIP phone system
 - Onboarded new staff members and provided day-to-day technical support
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CURRENT PROJECTS

Terra Cognita - *Europa Universalis V Mod* · *In Development*

A dynamic overhaul of the fog-of-war system in EU5. In the base game, geographic knowledge is largely static; Terra Cognita replaces this with a rule-based model where nations gradually discover the world through their neighbours, trade partners, allies, and enemies - reflecting how geographic knowledge actually spread historically. Developed with the help of Claude Code and Nano Banana (icons/graphics). Demonstrates applied AI-assisted development, complex systems thinking, and emergent logic design.

Personal Portfolio Website - *In Development*

A personal website and portfolio being built using Cursor and Claude Code, documenting the AI-assisted development workflow throughout the build process.

Home Lab - Unraid Server - Ongoing

Self-managed home server running Unraid, used for media (Plex), centralised file storage, and self-hosted services via Docker containers and virtual machines. Provides ongoing hands-on experience with containerisation, virtualisation, and Linux-based server administration.

EDUCATION

Bachelor of Science - Information Technology | University of Technology Sydney *Feb 2008 – Nov 2012*

Major: Enterprise Systems Development · Minor: Data Analytics · Language: German

PROFESSIONAL DEVELOPMENT

- The Complete Python Bootcamp From Zero to Hero in Python - Udemy
- Modern Javascript from the Beginning - Udemy
- The Complete Ruby on Rails Developer Course - Udemy
- Complete SEO Training - Udemy
- Complete SEO Guide to Ranking Local Business Websites - Udemy