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Programme: Cert HE Business Skills for the Workplace

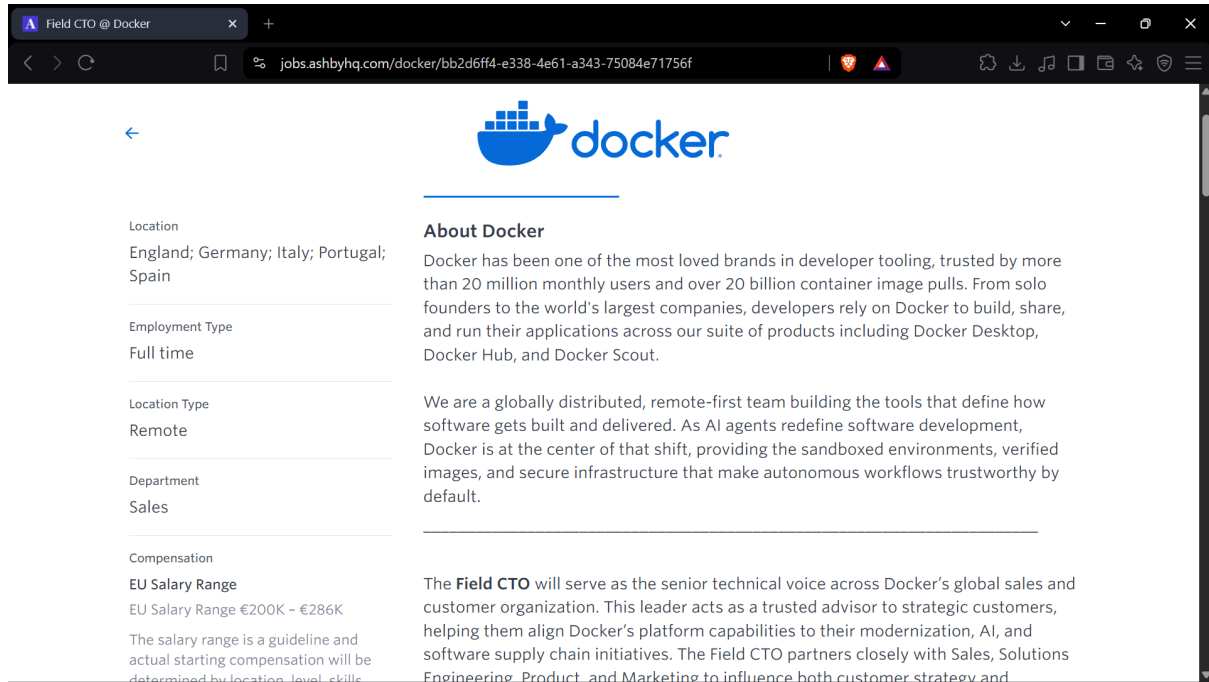
Module Code and Title: LCLM4005 – Employability and Career Development

Lecturer's Name: Dr. Inderjit Grewal

Assignment Title: Portfolio of Written Tasks

Job 1 - Docker - Field CTO:

<https://jobs.ashbyhq.com/docker/bb2d6ff4-e338-4e61-a343-75084e71756f>



The screenshot shows a web browser window with the URL <https://jobs.ashbyhq.com/docker/bb2d6ff4-e338-4e61-a343-75084e71756f>. The page features the Docker logo at the top. On the left, there is a sidebar with job details: Location (England; Germany; Italy; Portugal; Spain), Employment Type (Full time), Location Type (Remote), Department (Sales), and Compensation (EU Salary Range €200K - €286K). The main content area is titled "About Docker" and describes the company's mission and the role of the Field CTO. The Field CTO role is described as a senior technical voice across Docker's global sales and customer organization, helping them align Docker's platform capabilities to their modernization, AI, and software supply chain initiatives. The Field CTO partners closely with Sales, Solutions Engineering, Product, and Marketing to influence both customer strategy and

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Department
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Compensation
EU Salary Range
EU Salary Range €200K - €286K
The salary range is a guideline and actual starting compensation will be determined by location, level, skills

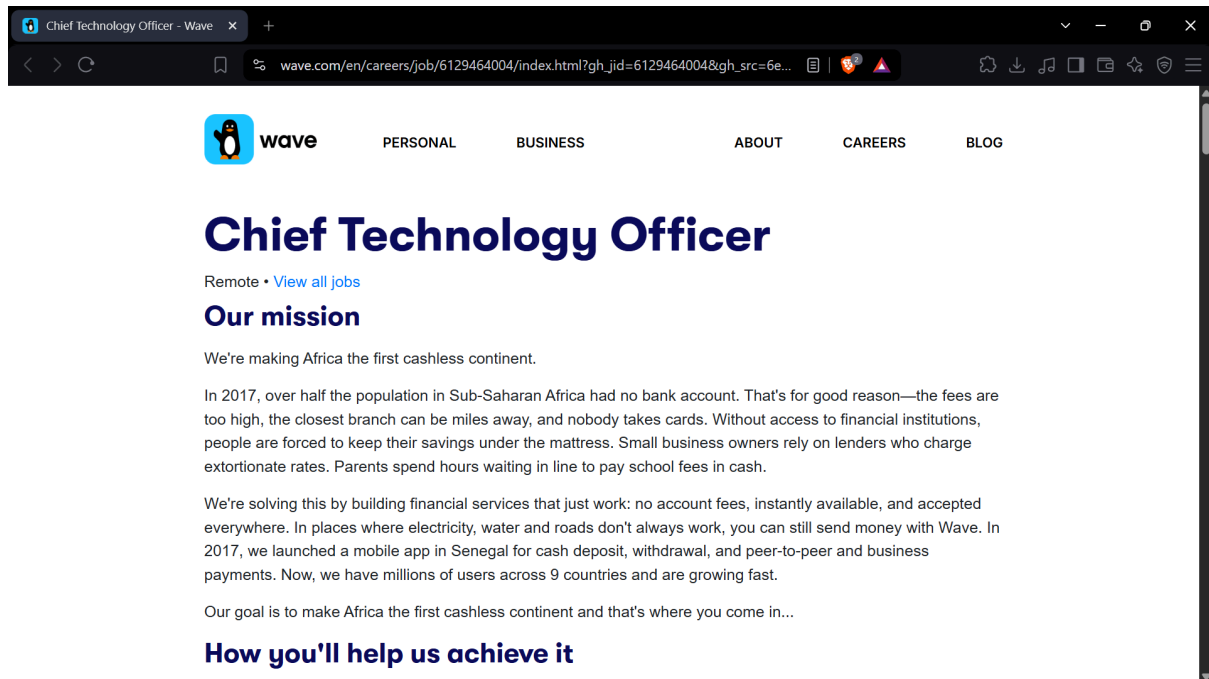
About Docker
Docker has been one of the most loved brands in developer tooling, trusted by more than 20 million monthly users and over 20 billion container image pulls. From solo founders to the world's largest companies, developers rely on Docker to build, share, and run their applications across our suite of products including Docker Desktop, Docker Hub, and Docker Scout.

We are a globally distributed, remote-first team building the tools that define how software gets built and delivered. As AI agents redefine software development, Docker is at the center of that shift, providing the sandboxed environments, verified images, and secure infrastructure that make autonomous workflows trustworthy by default.

The **Field CTO** will serve as the senior technical voice across Docker's global sales and customer organization. This leader acts as a trusted advisor to strategic customers, helping them align Docker's platform capabilities to their modernization, AI, and software supply chain initiatives. The Field CTO partners closely with Sales, Solutions Engineering, Product, and Marketing to influence both customer strategy and

Job 2 - Wave CTO:

https://www.wave.com/en/careers/job/6129464004/index.html?gh_jid=6129464004&gh_src=6e8bec3e4us



The screenshot shows a web browser window with the URL https://www.wave.com/en/careers/job/6129464004/index.html?gh_jid=6129464004&gh_src=6e8bec3e4us. The page features the Wave logo at the top. The main content area is titled "Chief Technology Officer" and describes the role. The role is described as a senior technical voice across Wave's global sales and customer organization, helping them align Wave's platform capabilities to their modernization, AI, and software supply chain initiatives. The Chief Technology Officer partners closely with Sales, Solutions Engineering, Product, and Marketing to influence both customer strategy and

Chief Technology Officer
Remote • [View all jobs](#)

Our mission
We're making Africa the first cashless continent.

In 2017, over half the population in Sub-Saharan Africa had no bank account. That's for good reason—the fees are too high, the closest branch can be miles away, and nobody takes cards. Without access to financial institutions, people are forced to keep their savings under the mattress. Small business owners rely on lenders who charge extortionate rates. Parents spend hours waiting in line to pay school fees in cash.

We're solving this by building financial services that just work: no account fees, instantly available, and accepted everywhere. In places where electricity, water and roads don't always work, you can still send money with Wave. In 2017, we launched a mobile app in Senegal for cash deposit, withdrawal, and peer-to-peer and business payments. Now, we have millions of users across 9 countries and are growing fast.

Our goal is to make Africa the first cashless continent and that's where you come in...

How you'll help us achieve it

Comparing the job adverts for the Field CTO role at Docker and the CTO role at Wave reveals the high-level expectations associated with leadership within the technical profession. Both positions highlight the need for leaders who can bridge the gap between complex technological systems and business outcomes.

Key Skills and Knowledge Areas

Docker (Field CTO): The requirements focus on "executive-level communication," "broad architectural depth," and "commercial acumen". The role is centred on being a "senior technical voice" who influences sales, customer strategy, and technical direction rather than performing daily operational engineering.

Wave (CTO): This role demands engineering leadership, including the ability to manage an organisation of 100+ people some of whom may not be technically minded. Leadership progression in technical domains requires integrating foundational engineering competencies with broader strategic organisational insights (Drucker, 2008), therefore it is important to be well versed in AI strategy, maintaining system reliability for critical financial infrastructure, and communicate clearly for audiences that include non-engineers.

Common Skills and Knowledge Areas

Both job adverts highlight several key competencies essential for success in senior technical roles:

- **Strategic Communication:** Both roles require the ability to translate technical concepts into persuasive narratives for stakeholders, whether they are customers or internal teams and regulators.
- **AI Integration:** Both companies explicitly highlight the need for a forward thinking perspective on AI, whether it is helping enterprise customers with AI driven development or shipping AI agents in production.

- **Business Alignment:** Both positions demand the ability to align technical roadmaps with business growth, prioritizing commercial impact alongside technical excellence.

Application to Future Employment

My current background is in IT Support, where I have developed a strong foundation in technical communication and incident resolution. While these CTO roles are more strategic than my current networking and troubleshooting duties, the core skill of technical communication is directly transferable.

In my future role, I can leverage this skill by evolving from simply resolving incidents, such as the hardware and software troubleshooting, which I performed at ICE Services Groups, to explaining the impact of technical solutions to stakeholders. For example, instead of only documenting a fix for a logistical issue on a delivery device, I can document the root cause and provide recommendations to prevent recurring issues, thus improving operational efficiency for the team. This transition from reactive troubleshooting to dynamic, clear, and business-focused communication will be a critical step in advancing my career from technical support toward more influential technical or leadership positions (Ho et al., 2022).

Personal Assessment & Readiness Report: A SWOT Analysis

As an IT professional with over five years of diverse experience across technical support, field service, and network engineering, conducting a systematic self-assessment is essential for planning future career progression. This report utilizes the SWOT analysis framework (Strengths, Weaknesses, Opportunities, and Threats) to evaluate current competencies, identify areas for development, and provide concrete evidence of readiness for employability and long-term personal advancement.

SWOT Analysis

1. Strengths

- **Strong Technical Foundation & Certifications:** Certified with CompTIA A+ and holding a Google IT Support Professional Certificate, backed by over five years of professional experience in hardware/software troubleshooting, system administration, and network support.
- **Mission-Critical Work Experience:** Employed as a Network Engineer at Appello Careline, where I manage IP networks, configure routers and firewalls, and provide robust technical support in life-safety operational environments, receiving strong positive feedback from supervisors.
- **Academic Excellence:** Recently completed a Level 4 CertHE in Business Skills for the Workplace from UWTSD, achieving an overall weighted average mark of 70%, successfully bridging career experience and technical expertise with strong business acumen.
- **Multidisciplinary Extracurricular Expertise:** Over six years of hands-on experience building, configuring, and flying FPV and GPS drones, alongside capturing and editing cinematic footage for professional videographers and content creators, demonstrating advanced hardware assembly, spatial awareness, and creative problem-solving.
- **Core Soft Skills:** Proven proficiency in independent remote workflows, conflict resolution, technical communication, and CRM platform management developed across roles at ICE Services Groups, TAGuild, and Sequant Capital.

2. Weaknesses

- **Transition from Infrastructure to Software Engineering:** While my background is deeply rooted in IT support, field service, and networking, scaling up to advanced software engineering paradigms such as object-oriented programming, algorithmic design, and scalable software architecture, requires practice.
- **Time Management & Work-Life Balance Pressures:** Balancing a full-time, high-responsibility Network Engineer role while preparing to undertake an accelerated Level 6/7 BSc Computer Science degree in October 2026 presents a significant operational demand on personal bandwidth. Strategic task prioritization and schedule allocation are critical mechanisms for mitigating potential cognitive fatigue in rigorous dual-responsibility pathways (Claessens et al., 2007).

3. Opportunities

- Academic Progression in Computer Science: Enrolling in the BSc Computer Science degree in October 2026 provides a structured pathway to formalize self-taught and practical technical skills, blending networking knowledge with software development, databases, and AI systems.
- Career Advancement in Tech Enabled Care: My current role at Appello Careline opens doors for deep specialization in mission-critical telecommunications, cloud integrations, and the ongoing transition from analogue PSTN to digital All-IP services.
- Niche Technological Synergy: Combining my professional network engineering background with my 6 year drone piloting hobby creates unique pathways into IoT device management, aerial data telemetry, and automated embedded systems development.

4. Threats

- Rapid Technological & AI Evolution: Modern technological shifts demand continuous professional adaptation to prevent skills obsolescence. The technology sector evolves at an unprecedented pace, with AI and automated tooling transforming software development and network administration, requiring constant, rigorous upskilling (Department for Science, Innovation and Technology, 2026).
- Risk of Academic and Professional Burnout: Juggling demanding shift patterns, network infrastructure uptime responsibilities, and accelerated degree modules increases the risk of cognitive fatigue if time management strategies are not strictly maintained.

Evidence of Readiness for Employability and Personal Advancement

Readiness for ongoing employability and advanced professional roles is substantiated by a robust portfolio of academic, professional, and practical achievements:

- Academic Rigor and Dedication: Achieving a First in my Level 4 CertHE in Business Skills for the Workplace from UWTSD proves my academic capability, discipline, and capacity to master complex theoretical frameworks while balancing professional commitments.
- Professional Validation & Supervisory Feedback: In my role as a Network Engineer at Appello Careline, I have consistently met rigorous operational

demands such as managing TCP/IP, DNS, DHCP, VLANs, and firewall configurations. Positive supervisor feedback underscores my ability to work calmly under pressure in crucial environments where system uptime directly impacts user safety.

- **Demonstrated Adaptability Across Sectors:** My work history shows adaptability, transitioning from self employed logistics and field technician roles at ICE Services Groups to remote IT support at TAGuild and financial account management at Sequant Capital. Each role sharpened my customer-facing communication and incident resolution capabilities.
- **Long-Term Discipline Through Extracurricular Mastery:** Building and flying custom FPV/GPS drones over a six-year period requires meticulous attention to detail, electronic soldering, firmware flashing, and real-time troubleshooting skills that directly translate into rigorous engineering diagnostics and hardware-software integration.

Action Plan for Further Development

To address identified weaknesses and mitigate threats, I will implement the following mitigation strategies:

- **Structured Time-Blocking:** Prioritize structured weekly schedules ahead of starting my BSc Computer Science degree in October 2026 to ensure dedicated study blocks without compromising job performance at Appello Careline. Effective time management can support academic achievement, job performance and wellbeing (Aeon, Faber and Panaccio, 2021) .
- **Pre-Degree Skill Acquisition:** Utilize pre-enrollment months to brush up on Python and core programming concepts, bridging the gap between my current networking expertise and upcoming software engineering modules.
- **Continuous Feedback Integration:** Actively seek regular check-ins with supervisors at Appello Careline to ensure continuous professional growth and alignment with organisational standards.

Employment Goals

Building upon the weaknesses identified in my SWOT analysis—specifically the technical transition from infrastructure to software engineering and managing time

constraints ahead of my BSc Computer Science degree starting in October 2026, my professional objectives are structured as follows:

- Short-Term Goal: Solidify core programming skills such as Python and object-oriented paradigms, while maintaining high performance as a Network Engineer at Appello Careline. This bridges the gap between my current infrastructure background and advanced software concepts before university enrollment.
- Long-Term Goal: Progress into a senior engineering or technical leadership role that combines robust network infrastructure with software automation and AI tools, leveraging both my IT support experience and upcoming computer science degree.

Personal Development Plan

To systematically address these development areas, the following structured plan will be implemented:

- Pre-Degree Programming Upskilling
 - Timeline: August 2026 – September 2026 .
 - Resources Needed: Python documentation, interactive coding platforms, and structured online tutorials.
 - Measurement of Progress: Successfully complete three foundational programming modules and develop a functional Python script for automating routine network log checks.
- Time-Blocking & Work-Life Balance Framework
 - Timeline: October 2026 – October 2028.
 - Resources Needed: Digital productivity tools such as Notion and dedicated study planners.
 - Measurement of Progress: Maintain a strict weekly schedule allocating fixed hours for work and study, tracking task completion rates to minimise disruption to professional SLAs at Appello Careline alongside consistent academic submissions.
- Regular Supervisory and Academic Feedback
 - Timeline: Ongoing.

- Resources Needed: Performance reviews with Appello Careline supervisors and university academic advisors.
- Measurement of Progress: Review quarterly performance feedback and achieve high module marks, aiming to match or exceed the standard of my Level 4 CertHE.

References

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