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# Personal Profile

Technology is a very innovative and always evolving area. Since a young age I have had a fascination with technology; taking apart our family laptop to try to learn how it all works and fits together; Looking at all the tiny resistors and capacitors it was like a little city. I wanted to keep it up so I began taking apart more and more until it became second nature.

I would say my most influential role was working at Google as an IT Apprentice, it exposed me to large scale networking and support. Seeing the scale at which Google operates was intriguing and helped me realise it takes many people to keep such a system up and running. This role allowed me to talk with a lot of people and learn more about their roles, helping me develop a direction in my career. As well as many technical skills I also gained a lot of confidence and figured out the importance of talking to people.

I am very interested in the field of computing because of the number of possible paths it leads to, I am particularly interested in networking, security, infrastructure and Linux. One way I try to keep up to date and learn these fields is by having my own servers using enterprise hardware and software. This allows me to learn new technologies like web servers, firewalls and networking in an environment that is safe and secure.

I mostly enjoy using Linux due to its simplicity and control it gives you over the computer. Most of my homelab infrastructure is Linux Based. Recently, I have started to automate tasks and functions that my server does through the use of scripting in Python and bash; one example of this is using ansible and terraform to automatically spin up VMs quickly through the CLI.

# Education

**GCSE:** 8, Including Maths, English and Science

**A LEVEL;** Computer Science - B, Electronics - B, Photography - A

# Key Skills

- Virtualization
- Networking
- Firewalls
- Infrastructure
- System Administration
- Active Directory
- Structured Cabling
- pfSense
- Linux
- Docker
- Git
- Python
- Bash
- Powershell
- NGINX
- SQL

# Work History

## IT Infrastructure Technician - Google

October 2020 - January 2022

At Google my day-to-day role was support. I was part of the Techstop team which provides support to Googlers across the globe. I helped support all three major platforms.

- *Linux*
- *MacOS*
- *Windows*

During my time at Google I was able to gain a lot of experience developing my troubleshooting skills through support. However, outside of my core role I was given the opportunity to work on multiple projects. Here are a few of the major projects I worked on.

- *DSS* - This project was created due to an increased demand for in-person troubleshooting that could not be done remotely eg; hardware swaps, re-images. The team who were hired to do this role were contractors and they had a separate ticket queue. My role was to lead the SQL development team to create queries that would allow us to monitor the quality of the tickets and push a lot of this data to dashboards for visualisation. I was able to learn BigQuery as well as internal dashboarding software
- *KCS* - Google has a lot of internal documentation and it can be difficult to keep it all up to date. This project's aim was to have a group of techs who would dedicate some time toward resolving any bugs submitted for documentation. My role here was to take these bugs, make the necessary changes and submit them for review. This was a great experience as I was able to gain valuable experience on writing professional documentation that would be used by many internal Googlers.
- *BreakBeatCode* - This project's goal was to teach a programming language - in this case python - through a fun and creative way to underprivileged children. This project was great as it mixed programming with music. My role in this project was an assistant instructor, I would help the instructor with any questions the children had and try to ease the workload on the instructor. This meant I had to brush up on my own python skills to sufficiently help out. The best part of this was at the end of the few weeks of coding and creating music, a professional DJ would take the music the children uploaded to soundcloud and play the music in a call that everyone was able to join.

Google is a global company with offices in almost all major cities, this meant I had to take into account other time zones as well as opening myself up to other people's cultures and this in itself was a great experience, getting to talk to a bunch of different people and listening to their views was really interesting. Google was very inclusive and I feel this is something I will take with me anywhere I go.

## Customer Service Assistant - Thai Style

November 2017 – April 2021

Thai Style is a reputable family run organisation, I worked within Customer Service - I feel that this particular role enabled me to deal with customers both face to face and over the telephone. I have learnt a lot of varied skills within the role:

- Taking orders and general conversations
- I have to serve customers their food making sure that everything is ok
- Dealing with special dietary requirements like vegan, vegetarian, gluten free, halal etc.
- Operating the till and handling large amounts of money
- Dealing with customers face to face

# Work Experience

## IT Infrastructure Technician - Worcester Health and Care Trust

August 2019

Working in the NHS for the second time helped me gain a lot of experience once again. This time as an IT Support Specialist where I would help the staff working in the offices and in the hospitals based in Worcester with their IT problems, I would also help out the other half of my team build tablets that would go out to doctors for training.

## IT Infrastructure Technician - Cass Technologies

July 2019

I was required to help manage, install, run maintenance and checks on networks and servers of all sizes for companies across West Yorkshire.

## IT Infrastructure Technician - Xpert IT

August 2018

I worked in a small team of 4 people where we were given a task to replace 500 computers in the Doncaster Royal Infirmary so we replaced computers in busy working environments where clinics were constantly active.

- Working with proprietary software meaning we had to call out to 3<sup>rd</sup> party companies at times
- Speak to the doctors and work around their schedule while making sure we got the job done
- using advanced utility software like active directory to manage software deployment etc, shell scripting to create scripts to help automate the process, PXE to image the PC's, PDQ deploy
- Troubleshoot various problems and work with many networked printers

## IT Infrastructure Technician - Global Network Systems

November 2017

- Helping them troubleshoot their problems regarding mainly laptops, mobile phones and PCs.
- Installing CCTV systems from homes to large scale Companies
- Configuring Server hardware and installing Microsoft Server operating systems, Exchange, Office 365, antivirus

# Hobbies and Interests

I have a passion for photography, so a lot of the time I am messing about with my camera and taking photos to upload to social media as well as a site dedicated to my photographs. I also enjoy drawing pixel art, I feel the restrictions it gives make creating the art in some ways a lot easier and in others a challenge.. I also love spending time on my homelab where I'm constantly tweaking and adding to my home network infrastructure, I usually write blog posts to a blog which is self hosted.

Blog: <https://blog.ahmza.com>

Photos: <https://photos.ahmza.com>