Hamza Ahmed
12 Lemington Avenue
King Cross
Halifax
West Yorkshire
HX13XD
07366394045
h.4hmz4@gmail.com

Dear Sir/Madam,

I would like to take this opportunity to be a part of your team to contribute my skills and knowledge toward the Company. I have a lot of experience in most types of technology as it is my passion, I deal with tech on a daily basis running my own server cluster, troubleshooting software and hardware issues all the time. I run the home network with my own firewall, DHCP server, DNS server and AD server. All this experience enables me with all the skills necessary to help me fulfil what is expected for your Company.

I am an enthusiastic, hardworking and a Punctual person. I work well as a part of a team and also alone. I have a positive and open mindset able to adapt to changes in any given situation, and willing to learn something that may be a challenge so that I can complete it more efficiently in the future. I am willing to learn and acquire any new skills that may be required for the role.

I am available for an interview at your convenience, I hope to hear from you soon.

Find me on linked in: https://www.linkedin.com/in/ahmza/

Yours Sincerely:
Hamza Ahmed

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 have a wide variety of work experience but mostly in the IT Support field. I would say my most influential role was working at Google as an IT Apprentice as it exposed me to large scale networking and support. Seeing the scale at which Google operates was intriguing and I began to explore through talking to people and realised it takes many people to keep such a system up and running. This role allowed me to learn more about each of the three main operating systems also as I had no prior experience using a MacOS device and being able to freely use the device was a great learning experience. As well as many technical skills I also gained a lot of confidence and figured out the importance of talking to people and networking.

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 the fields I am interested in, 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 freedom it gives you over the computer; unlike windows or OSX, most of my infrastructure is based on Linux. 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.

Working in a restaurant has taught me the importance of being responsible, organized and professional as well as the importance of teamwork. After working at the restaurant for over a year now I believe that these skills have become second nature, it has also increased my confidence and willingness to put myself out there. I like trying new things and challenging myself; evidenced by a recent skydive to help him raise money for church. I also went skiing with sixth form at the start of the first year, which was a great opportunity to meet new people and make friends.

I have studied both Electronics and Computer Science at A level and Computer Science at GCSE, so I understand that there is a lot more to computing than just coding and computers. One main issue at the moment is data protection, this has been on the rise ever since Facebook's big incident of leaking user's personal data; a huge ethical issue which breaches the data protection act. I believe this is an issue that needs to be solved quickly not just by Facebook but by all tech giants and major companies. We are living in the information age and our personal data is more at risk now than it ever was, it is not hard for someone to clone your identity online and commit malicious acts. Another great issue is security. Just recently there was a Zero-day vulnerability found in android devices giving the attacker full control over the device, which could be detrimental to a user.

I believe choosing a career in the computing field is great as it leaves you with many branches to follow. The role requires you to keep learning as the field keeps evolving which I think is important because there is always something new to learn.

Work History

Customer Service Assistant - Thai Style – Halifax - 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

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

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 3rd 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 network printers

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 working for companies across West Yorkshire.

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 - 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

As well as this I also helped support the cloud devices available to Googlers. The 15 months were a great learning opportunity and I have learned a lot about the ins and outs of support. Google is a global company with offices in almost all major cities, this meant taking into account other time zones as well as opening myself up to other people's cultures. Google was very inclusive and I feel this is something I will take with me anywhere I go.

Education

GCSE:

- Maths - 5
- Science Combined - 65
- English Literature - 7
- English Language - 5
- Computer Science - 7
- Graphics - C
- Art - 5

A LEVEL:

- Computer Science - B
- Electronics - B
- Photography - A

Hobbies and Interests

I enjoy keeping fit and so I do some fitness in my free time which includes running, walking and bodyweight exercises called calisthenics. 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. I am making a game for my computer science project and so this allows me to creatively express myself in a form that can be interacted with which is really interesting to me. I also enjoy drawing pixel art so my game uses this art style. Another area I spend a lot of time on is on my servers and my network where I'm constantly tweaking and adding to my home network infrastructure.

References

References are available on request.