

Abdullah Al Tamki

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PERSONAL STATEMENT

I am a motivated candidate with a background in cloud support and a Computer Science degree, eager to apply my technical and problem-solving skills in a real-world environment. I recently completed the Generation UK Cloud Support Engineer training programme, gaining hands-on experience with AWS, system administration, and cloud infrastructure. My education in Computer Science provided me with a solid foundation in programming, algorithms, and systems design, along with experience in troubleshooting and IT support. Additionally, my freelance video editing work taught me to work independently, meet deadlines, and communicate effectively with clients. Passionate about learning new technologies and optimising workflows, I am excited to bring my growing technical knowledge and adaptability to a Cloud Support Engineer role.

KEY SKILLS

- **Cloud Infrastructure Management** - Proficient in configuring and managing AWS environments, including IaaS, PaaS, and SaaS, with experience in troubleshooting performance issues
- **AWS Cloud Expertise** - Hands-on experience with AWS services like EC2, S3, and VPCs and skilled in monitoring systems and resolving incidents using CloudWatch
- **Networking & Security Fundamentals** - Knowledge of IPv4 addressing, subnets, and secure network design, with experience using AWS services like VPCs and Security Groups to apply best practices for maintaining cloud security
- **Scripting & Automation** - Proficient in Python and Bash scripting for task automation and cloud infrastructure management
- **Linux Fundamentals** - Experience using Linux for basic system administration and troubleshooting, including navigating the file system and executing commands
- **Time Management** - Proven ability to prioritise tasks effectively, meet deadlines under pressure, and manage multiple responsibilities in fast-paced environments
- **Communication & Collaboration** - Skilled at explaining technical concepts to diverse audiences and working effectively with teams to deliver solutions

EXPERIENCE

Cloud Support Engineer Training, Generation UK & Ireland, Wakefield (Dec 2024 - Mar 2025)

An intensive, hands-on training programme focused on AWS cloud technologies, troubleshooting methodologies, and customer service best practices. Developed both technical expertise and problem-solving mindsets essential for cloud support roles.

- Troubleshoot and resolved AWS cloud issues, improving system performance and ensuring minimal downtime
- Deployed and managed AWS services, including EC2, S3, and IAM, optimising cloud infrastructure for security and scalability

- Implemented monitoring solutions using AWS CloudWatch, reducing response time to system alerts and improving system reliability
- Configured VPC networks and security groups, applying best practices to enhance cloud security and network segmentation
- Demonstrated persistence by systematically debugging complex cloud issues, iterating through solutions, and learning from failures to resolve challenges effectively

WORK EXPERIENCE

Freelance Video Editor, Online(Nov 2022 - Oct 2023)

As a freelance video editor, I worked independently to provide high-quality editing services for clients, ensuring professional, polished content.

- Demonstrated excellent communication skills by maintaining clear and consistent client communication, providing timely updates, and resolving any issues to ensure customer satisfaction
- Showed strong attention to detail by ensuring that all edits met client requirements, achieving a polished final product that met expectations
- Proven ability to manage time effectively by successfully delivering projects on time, even under tight deadlines
- Developed problem-solving skills by troubleshooting and resolving any technical issues that arose during the editing process
- Built customer loyalty by delivering high-quality work that led to repeat business and positive client feedback

EDUCATION AND CERTIFICATIONS

Generation UK & Ireland, West Midlands, (Dec 2024 - Mar 2025)

- AWS Certified Cloud Practitioner
- Gained hands-on experience with AWS services, focusing on cloud architecture and deployment models
- Developed foundational skills in Linux systems and incident management, preparing for troubleshooting and support tasks
- Gained practical exposure to customer support techniques, learning to handle technical queries and resolve incidents effectively

Higher Technological Institute, Egypt, (Sep 2020 - Aug 2024)

- Bachelor (Hons) in Computer Science (160 units)
- Completed a final year project on an attendance app with QR code and face recognition features, making it easy and user-friendly for HTI students
- Developed a solid foundation in problem-solving, algorithms, and object-oriented programming
- Focused on software development, and database management

INTERESTS

I actively volunteer in my local community in Egypt, where I assist with various social initiatives. This experience has enhanced my communication and teamwork skills, as I work alongside others to organise events and provide support. Additionally, I frequently browse technology platforms such as Stack Overflow, and Reddit to stay up-to-date with the latest trends and solutions in cloud computing and development. This keeps me engaged with the tech community and sharpens my continuous learning mindset.
