

Abdullah Chaudhry

Birmingham

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Motivated IT professional with a degree in Computer Science and a successful track record as an IT Server Desk Support Analyst. Actively pursuing certification in CompTIA Security+ to further enhance skills and expand knowledge in the field of Cyber Security. Seeking a career to leverage technical expertise, passion for problem-solving, and unwavering commitment to safeguarding digital assets. Possessing a comprehensive understanding of IT infrastructure and a continuous drive to stay abreast of the latest security practices.

SKILLS

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| <ul style="list-style-type: none">• Problem Solving• Attention to Detail• Communication | <ul style="list-style-type: none">• Time Management• Customer Service• Teamworking |
| <ul style="list-style-type: none">• Python• Java• HTML/CSS• PHP• Operating Systems (Windows, Linux)• Active Directory• Intune• Microsoft Office (Excel, Word, PowerPoint, Outlook, Teams)• ServiceNow• Rapid7 | <ul style="list-style-type: none">• SQL• AWS Amazon Services (VPC, EC2, S3, RDS, CloudWatch, CloudTrail, CloudFront, Load Balancer, AWS Cost Estimation)• Visual Studio• Splunk• ISO 27001 Awareness• Hardware/Software Knowledge• Basic Networking• Remote Desktop Tools (RDP, VPN)• Troubleshooting Techniques• Mobile Devices• Security Awareness• Backup and Recovery• Software Deployment and Patching |

EDUCATION

BSc (Hons) Computer Science Birmingham City University First Class Honours Key Modules: Cyber Security, Computer Systems, Network Fundamentals, Operating Systems, Cloud Computing	September 2018 – July 2021
BTEC Level 3 Diploma Information Technology Washwood Heath Academy D*D*	September 2015 – July 2018
GCSEs Washwood Heath Academy 7 GCSEs grade C and above including English, Maths and Science	July 2015

WORK HISTORY

Service Desk Technical Analyst – CGI Solihull, United Kingdom	February 2022 – Present
<ul style="list-style-type: none">• Achieved high client satisfaction by promptly addressing inquiries and resolving system, hardware, software, and network issues.• Streamlined initialization, configuration, setup, installation, and monitoring processes for various applications, systems, and software, improving operational efficiency by 20% and reducing support time.• Successfully diagnosed, troubleshooted, and resolved a wide range of complex IT issues, including systems, hardware (printers, computers, tablets, iPads, iPhones), software, applications, and network, resulting in a 30% reduction in incident resolution time.• Proactively contributed to a seamless support experience by exhibiting initiative and collaboration within the team, resulting in improved team efficiency and increased customer satisfaction.	

- Identified and escalated high-priority incidents promptly, ensuring immediate attention and resolution from the appropriate teams, reducing downtime by 25%.

Assistant Electrician (Part -Time) -
West Midlands

July 2015 – September 2018

- Engaged in residential electrical projects, successfully completing rewiring tasks, tests, and utilizing power tools under the supervision of an experienced self-employed electrician.
- Ensured adherence to specified requirements by effectively reading and interpreting technical plans, instruction manuals, and drawings, resulting in zero rework or errors.
- Prioritized on-site safety protocols and successfully executed wiring, repair, and maintenance of sockets and lights, ensuring compliance with industry standards.
- Communicated effectively with a diverse customer base using English, Urdu, and Dutch languages, facilitating clear and concise interactions.

RELEVANT COURSEWORK

Inventory App using Cloud Computing by AWS • Group of 3

January 2020 – June 2021

- Developed an inventory tracking web application using Amazon Web Services (AWS) to facilitate efficient stock management.
- Implemented user access privileges, granting varying levels of access to team members for different functionalities.
- Effectively utilized AWS services, including EC2, S3, CloudWatch, CloudTrail, CloudFront, ELB, and RDS for seamless application deployment and management.

Online Banking System • Individual

November 2019 – July 2020

- Developed a secure web application using HTML, CSS, PHP, and MySQL, allowing customers to perform banking operations efficiently and securely.

Security Report on Attacks and Defences • Individual

November 2019 – May 2020

- Conducted research on security frameworks, legislation, and best practices, explored network security principles, and analysed SQL injection attacks and financial system security.

Cryptographic Practice and Access Control • Individual

November 2019 – March 2020

- Proficiently utilized OpenSSL and GPG for secure communication and key management, demonstrated expertise in Linux Discretionary Access Control commands, and produced a reflective essay comparing cryptographic practices and access control measures.

AWARDS AND CERTIFICATES

Qualys Vulnerability Management | Qualys

September 2023

- Completed specialized training in Vulnerability Management in Qualys.
- Covered essential topics including threat identification, asset prioritization, continuous solutions implementation, and Qualys VM software setup.
- Acquired skills in Vulnerability Management, Continuous Monitoring, Asset Categorization, and network security best practices.

Cisco Certified Network Associate (CCNA) (200-301) | LinkedIn Learning

September 2023

- Completed an extensive CCNA course on LinkedIn, covering key topics including network models, components, IPv4 and IPv6 addressing, virtualization, switching, VLANs, and wireless architectures.
- While the course lacked hands-on experience, it provided a strong theoretical foundation, aligning with the updated Cisco Certified Network Associate (CCNA) certification curriculum and preparing participants for the certification exam.

CompTIA Security+ Crash Course Bootcamp | CGI Academia |

25 July - 28 July 2023

- Participated in a rigorous CompTIA Security+ Crash Course Bootcamp, covering essential cybersecurity principles and practices.
- Acquired knowledge in areas such as network security, threat detection, risk management, and encryption techniques.