FAHAD ALHARTHY

☎ +447564648389 ✉ Fahad_Alharthy@live.com in www.linkedin.com/in/fahad-alharthy/ ◉ Leicester, England ⊕ FahadAlharthy.com

PERSONAL PROFILE

I am a hardworking and ambitious individual with a great passion in technology. I am a graduate of the AWS re/Start program.
I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT skills. My greatest passion is in life is using my technical know-how to benefit other people and organisations

PROFESSIONAL SKILLS

- Hands-on SQL experience
- Java, Ruby, Linux OS, Python and Shell experience
- Working knowledge on AWS in EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS, Route 53, CLI and API
- Working knowledge of CSS, HTML, JavaScript and Terraform
- Ability to configure automation using cloud native services.
- Windows and Linux scripting
- Strong incident fault finding skills and experience.
- Familiar with software development practices such as CI/CD
- Strong experience with Microsoft Office

CERTIFICATIONS

- MTA: Networking Fundamentals
- MTA: Windows Server Administration Fundamentals
- MTA: Mobility and Device Fundamentals
- MTA: Software Development Fundamentals
- AWS Certified Cloud Practitioner
- Level 3 Infrastructure Technician Apprenticeship

PERSONAL INTERESTS AND HOBBIES

Basketball
Mixed Martial Arts
Sci-fi/Action Movies
Gaming
Computer Building

WORK EXPERIENCE

Support Engineer

Dalycom | June 2021- Present

- Taking support calls, logging and resolving first and second line faults with remote software management or site visits if required
- Escalate tickets to different departments including 2nd and 3rd Line Support if required.
- Ensure all chargeable incidents and requests are highlighted and confirm charges have been
- issued prior to closing the ticket

Customer Support

Grow With Me | March 2021 - May 2021

- Partner with the customers to effectively resolve issues through phone, email and chat and socialmedia.
- Collect and record feedback and information and share with appropriate departments and teammembers
- Log any failed delivery or damaged product

EDUCATION HISTORY

AWS re/Start Programme Trainee

AWS Certified Cloud Practitioner, 2020 - 2020

- Completing a 12 week, full-time, classroom based skills development and training programme on IT fundamentals, AWS Cloud and professional skills
- Configured, monitored and supported the suite of core AWS services
- The ability to explain technical information and terminology to non-technical end users.
- Building IT fundamental skills, including: working knowledge of Linux OS, Networking, Security, Programming, Databases, Sys Ops and writing scripts in Python and Shell.

Leicester College

Level 3 Extended Diploma in Manufacturing Engineering , 2014 - 2016

- Graduated with a triple distinction - AAA A-level equivalent
- Achieved a Level 2 Diploma in Engineering - B GCSE equivalent
- Member of the Cyber Bullying Mentor Committee

Babington Academy

8 GCSE's A - C (Including Mathematics and English), 2008 - 2013

VOLUNTEER EXPERIENCE

University of Nottingham

Event Organiser of the Islamic Society, 2018 - 2019

- Identified and secured speakers or special guest

Babington Academy

Team Leader of Sporting Events, 2011 - 2012

- Organised fund raising events
- Managed a budget for each event
- Set up multiple physical activities on a weekly basis
- Created an assembly plan for each event
- Managed a group of 8-10 team members.