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| **FAHAD ALHARTHY** Leicester, UK  [Fahad\_alharthy@live.com](mailto:Fahad_alharthy@live.com)  [www.linkedin.com/in/fahad-alharthy](http://www.linkedin.com/in/fahad-alharthy)  [www.fahadalharthy.com](http://www.fahadalharthy.com)   |  |  | | --- | --- | | competencies Communication  Customer Service  Attention to Detail  Team Leadership  Technical Support  Remote Fixes  Wireless Networking  Cloud Services  Testing & Diagnostics  Software & Hardware  Scripting  System Configuration  Malware & Virus Protection  Firewalls  Data Recovery  VPN Connections  Time Management  Team Collaboration  Security Awareness |  | | technical skills Microsoft Office 365  Google Workspace  Active Directory (AD)  Linux OS & Power Shell  Python  SQL  CI/CD  WAN/LAN/WLAN/VLAN  Telephony (VOIP)  DNS/DHCP  Windows Operating Systems (Windows 10/11, Windows Server 2016/2019/2022 HTML  Terraform  AWS  Azure |  | | |  | | --- | | profile Proactive and driven technical support specialist, committed to providing exceptional customer service with 3+ years of proven experience in helpdesk environments. An analytical problem-solver who thrives under pressure, utilizing critical thinking and fault-finding skills to solve complex challenges involving cloud platforms and network infrastructure. Dedicated to professional development and certified by Microsoft and Amazon. | | experiencedalycom 2021 – Presenttechnical support engineer  * Delivered high-quality helpdesk support for the business telecoms provider, dealing with 300+ B2B client accounts. * Managed multiple ticket requests in a fast-paced environment, consistently meeting KPIs relating to call quality, first-time fix, and average resolution time. * Efficiently diagnosed and resolved first and second line faults to minimise downtime and disruption. * Performed routine network and system maintenance such as installing software updates for Microsoft Office 365. * Installed, configured, and troubleshot various hardware, software, and networking issues for clients, both site-based and via remote software. * Guided engineers during voice and data installation projects to support successful deployment. * Liaised with specialists to ensure the prompt resolution of escalated cases. * Increased client retention by building strong relationships and communicating effectively to understand their technical issues. * Accurately recorded details of user issues, ensuring compliance with GDPR when handling customer data. * Trained and mentored 3 new staff members, demonstrating effective leadership skills to support their development.  grow with me 2021service desk advisor  * Delivered excellent customer service for the children’s subscription box start-up business, promptly responding to enquiries via phone, email, live chat, and social media. * Accurately recorded tickets on the system, efficiently resolving issues such as failed deliveries and damaged goods. * Thoroughly investigated complaints, issuing refunds or replacements as required. * Collected and recorded customer feedback, utilising data insights for informed decision-making. * Collaborated with cross-functional teams to ensure organisational goals were met. | | educationdalycom 2021 – 2022level 3 infrastructure technician apprenticeship  * Completed a level 3 apprenticeship, gaining practical experience in IT security and remote infrastructure. * Modules included networking and architecture; mobile and operating systems; cloud services; coding and logic; and business processes.  microsoft 2022mta certifications  * Networking Fundamentals * Windows Server Administration Fundamentals * Mobility and Device Fundamentals * Software Development Fundamentals  amazon web services 2020aws certified cloud practitioner  * Completed the 12-week classroom-based re/Start programme, covering core AWS services including compute, storage, networking, and security. * Gained knowledge of AWS global infrastructure, pricing models, cloud architecture, and resource management.  leicester college 2014 – 2016level 3 diploma in manufacturing engineering  * Awarded triple distinction, equivalent to 3 A-grade A-levels. * Member of the Cyberbullying Mentor Committee.  babington academy 2008 – 2013secondary education  * Achieved 8 GCSEs including English and Mathematics. * Team Leader of the Sporting Events club which involved organising sporting events and fundraisers, managing the club’s budget, and leading a group of 10 students. | |