**FAHAD ALHARTHY**

Leicester, England | +44 7943 958772 | Fahad\_Alharthy@live.com

[www.linkedin.com/in/fahad-alharthy](file:///C:\Users\Fahad\Downloads\www.linkedin.com\in\fahad-alharthy) | FahadAlharthy.com

**PROFILE SUMMARY**

Professional and innovative IT Support Specialist with expertise in resolving technical challenges, delivering efficient service desk support, and optimizing IT systems. Experienced in troubleshooting hardware, software, and networking issues, with a strong focus on client satisfaction. Skilled in configuring and managing Office 365, audiovisual systems, and network equipment. Proven ability to deliver on-site technical support, maintain tidy and functional workspaces, and build strong client relationships. Committed to continuous improvement and professional growth while contributing to impactful IT solutions aligned with business objectives.

**CORE COMPETENCIES**

* Technical Support
* Office 365
* Networking Troubleshooting
* Client Management
* Equipment Setup
* Cloud Services
* Incident Resolution
* System Configuration
* Active Directory
* Python Scripting
* Hardware Support
* Customer Engagement
* Cable Management
* Software Support
* Problem Solving

**PROFESSIONAL EXPERIENCE**

**Dalycom June 2021 – Present**

**Support Engineer**

* Provided efficient service desk support, resolving technical issues for diverse client needs.
* Escalated unresolved technical problems to specialized teams for effective resolutions.
* Configured and managed Office 365 environments to enhance user productivity.
* Troubleshot hardware, software, and network issues for on-site and remote clients.
* Performed on-site IT tasks, including device patching, configuration, and workspace setup.
* Built and maintained strong client relationships through proactive and professional service.

**Grow With Me March 2021 – May 2021**

**Customer Support**

* Responded to customer queries across various platforms, ensuring quick and accurate resolutions.
* Maintained detailed and accurate records to streamline internal processes and operations.
* Assisted users in troubleshooting basic hardware and software issues effectively.
* Collaborated with colleagues to improve the efficiency and quality of service delivery.
* Monitored recurring issues and provided feedback to enhance internal procedures.
* Followed operational standards to deliver consistent and high-quality customer support.

**EDUCATION**

**Level 3 Infrastructure Technician Apprenticeship 2021-2022**

**Primary Goal**

* + - Maintaining accurate records of systems, assets, and processes.
    - Setting up, configuring, and maintaining IT networks (e.g., routers, switches, firewalls).
    - Supporting the implementation and maintenance of cloud-based technologies (e.g., Microsoft 365, Google Workspace).
    - Supporting efficiency improvements through IT tools.
    - Assisting with cloud backups and data recovery.

**AWS Certified Cloud Practitioner**

**AWS re/Start Programme 2020**

* Completed a 12-week full-time program on IT fundamentals and AWS Cloud technologies.
* Configured and supported core AWS services to enhance operational efficiency.
* Developed expertise in Linux OS, networking, security, and Python scripting.
* Explained complex IT concepts in accessible terms for non-technical users.

**Level 3 Extended Diploma in Manufacturing Engineering 2014 – 2016**

**Leicester College – Leicester, UK**

* Graduated with triple distinction (A–level equivalent).
* Achieved a Level 2 Diploma in Engineering (GCSE equivalent).
* Served on the Cyber Bullying Mentor Committee.

**8 GCSEs (A–C including Mathematics and English) 2008 – 2013**

**Babington Academy – Leicester, UK**

CERTIFICATIONS

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

**VOLUNTEER EXPERIENCE**

**Event Organizer 2018 – 2019**

**University of Nottingham – Nottingham, UK**

* Organized speaker events, managing logistics and ensuring smooth execution.
* Collaborated with society members to plan and promote large–scale community activities.

**Team Leader of Sporting Events 2011 – 2012**

**Babington Academy – Leicester, UK**

* Planned weekly physical activities, overseeing logistics and event coordination.
* Managed a team of 8–10 members to deliver successful fundraising events.