

FEZAN AHMED

Bradford, West Yorkshire • fezan16@hotmail.com • 07940596433

PERSONAL SUMMARY

IT professional with 5 years of experience in technical support, systems management, and problem-solving across fast-paced environments. Skilled in troubleshooting, user support, and maintaining business-critical systems with a strong focus on reliability and customer satisfaction. Proven ability to manage high-pressure situations, coordinate complex tasks, and maintain effective communication with clients and stakeholders. Detail-oriented and technically confident, with a strong focus on service, problem-solving, and continuous improvement. Committed to delivering reliable, high-quality results in fast-paced and dynamic settings.

KEY SKILLS

- **Networking:** TCP/IP, DNS, DHCP, VPNs, routing & subnets
- **Operating Systems:** Linux (bash shell scripting, administration), Windows Server & Windows OS
- **Cloud Computing:** AWS (EC2, S3, IAM, VPC, Route 53, CloudFormation, CloudWatch, Lambda, RDS, DynamoDB)
- **Programming & Automation:** Python, Git, CI/CD basics
- **Databases:** SQL, Amazon RDS, DynamoDB
- **Security:** IAM best practices, access control, monitoring & logging
- **Virtualisation & Remote Access:** VMware & Citrix
- **Certificates:** AWS Cloud Practitioner

EMPLOYMENT HISTORY

AWS re/Start, PrimedTalent UK (*August 2025 -*)

- Designed and deployed secure, scalable, cost-optimised, and highly available solutions using the AWS Well-Architected Framework and Cloud Adoption Framework (CAF).
- Hands-on experience with core AWS services: EC2, EBS, EFS, S3, IAM, VPC (subnetting, routing, security groups), Route 53, CloudFront, Systems Manager, Config, Trusted Advisor, AWS Organizations, Billing & Cost Explorer.
- Gained practical knowledge of serverless architectures with AWS Lambda, SNS, SQS, and Athena, applying them in real-world use cases.
- Exposure to monitoring and governance tools such as CloudWatch, CloudTrail, and configuration management via Git and AWS Systems Manager.
- Built deployment automation solutions using CloudFormation, and learned the principles of DevOps, CI/CD pipelines, and infrastructure as code (IaC).
- Worked with relational and non-relational databases including RDS and DynamoDB, and applied data-mining concepts.
- Developed skills in Python programming, Bash shell scripting, and using AWS CLI and Management Console to interact with AWS services.

Technical Specialist, Wm Morrison Supermarkets Plc (*October 2017 - July 2022*)

- Migrated Citrix XenDesktop 7.15 to Citrix Virtual Apps and Desktops 7 2109, including shift to Citrix Cloud.
- Managed Citrix UPM, App Layering (ELM), DFS Replication, and Windows Server upgrades (2008/12/16 → 2019).
- Designed low-level architecture documents and maintained all system administration records.
- Oversaw migration of NAS platforms (HA NFS, EMC Celera, HP UX) to HP StoreEasy using Storfirst.
- Collaborated with UNIX teams to troubleshoot NFS share issues; performed out-of-hours support.
- Used ServiceNow and HP SM9 for ticket and change management; guided junior staff and contractors.

Technical Analyst, Wm Morrison Supermarkets Plc (*October 2017 - July 2020*)

- Provided infrastructure support for over 500+ sites (Stores, HQ, DCs, offshore) across physical/virtual environments.
- Maintained servers, built new VMs, and handled patching, decommissioning, and Citrix environment support.
- Built and maintained Citrix XenApp/XenDesktop environments; migrated systems to 7.15.

- Worked on NAS re-platforming and built a new JIRA-based request system to replace outdated email workflows.
- Collaborated with Project Managers, Architects, and Network teams to deliver end-to-end VDI and infrastructure solutions.
- Delivered on-call support, system monitoring (via HP OMi, Wintel CMD), and day-to-day Citrix operations.

OTHER EXPERIENCE

Recovery Driver, AHM Autos Recovery & Storage (March 2024 - March 2025)

- Operated 3.5t, 7.5t, and 12t flatbed recovery trucks for a wide range of jobs including RTCs, breakdowns, repossessions, and general transport.
- Recovered cars, vans, motorbikes, forklifts, and scissor lifts under high-pressure, 24/7 conditions.
- Worked alongside police and manufacturers (e.g. Mercedes) to ensure safe, timely, and compliant recoveries.
- Led the business through PAS 43 certification; managed all compliance paperwork and record-keeping.
- Demonstrated strong interpersonal skills with customers, police, and corporate partners while upholding safety and service standards.

Operations Team Lead, Advanced Supply Chain Group (June 2023 - April 2024)

- Supervised a team of 7 warehouse staff, ensuring daily targets and KPIs were consistently met.
- Delivered onboarding and refresher training; kept WMS and operational trackers up to date.
- Led inventory and stock control activities including discrepancy resolution, cycle counts, damage management, and seasonal rotations.
- Performed QC checks (10% of inbound stock), monitored label accuracy, and managed updates to warehouse systems.
- Regularly operated scissor lifts and HLOPs; participated in loading/unloading and general warehouse organisation.
- Acted as warehouse rep on the Employee Voice Committee, voicing concerns and contributing to site-wide improvements.

EDUCATION & QUALIFICATIONS

AWS re/Start Graduate (2025)

- Completed a full-time, intensive training program focused on cloud fundamentals, AWS services (EC2, S3, RDS, IAM, Lambda, etc.), networking, Linux, Python, and DevOps practices

Notre Dame Catholic Sixth Form College, Leeds (2015 – 2017)

- **A Levels/BTEC:** BTEC IT Level 3 & AS Applied Business.

Thornton Grammar School, Bradford (2010 – 2015)

- **GCSE:** Maths, English Literature & Language, Biology, Physics, Chemistry, Business, ICT, Humanities, Physical Education.

HOBBIES

Enthusiastic about fitness and weight training, with a strong interest in football and staying active. Passionate about cars and technology, and enjoy reading thought provoking books to develop personal growth and mindset.

REFERENCES

Available upon request.