Hamza Salam

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PERSONAL STATEMENT

I am a highly motivated, creative, and organized individual with a strong desire to learn and apply my skills in AWS DevOps and Cloud Computing roles. I have a proven track record of excelling in challenging environments, and I am committed to delivering exceptional results. My experience in customer service, coupled with my ability to complete tasks to the highest standard, makes me an ideal candidate for a Cloud Support Engineer role. I am eager to contribute my skills to a team and continue learning and growing as an individual.

KEY SKILLS

- Proficient in AWS core services, cloud computing concepts, and security and compliance.
- Strong knowledge of Linux operating system and Bash shell, with expertise in automation techniques for efficient task execution.
- Excellent problem-solving and analytical skills demonstrated during AWS re/start programme and previous work experience.
- Effective communication and interpersonal skills gained from working collaboratively with colleagues and clients.
- Ability to work under pressure and tight deadlines while maintaining high-quality output.

EXPERIENCE

AWS re/Start Programme, Generation UK&I- London   **November 2022 - February 2023**

- Studied Linux OS, Networking, Security, and programming with Python, while monitoring, supporting, and applying AWS services in compute, storage, and networking scenarios.
- Deployed 3-tier web app on AWS with private subnets for EC2 Webserver and RDS instance, managed network security through Security Group, optimised for high availability and scalability.
- Developed soft skills and a growth mindset while participating in various group assignments, demonstrating excellent teamwork and leadership skills.

Security Steward, Provide SESS, London   **August 2021-Present**

- Consistently delivered a high level of service with a focus on maximising customer experience
- Demonstrated expertise in task management, planning, and organisation with a successful track record of efficiently allocating tasks to team members.
- Possess strong decisive problem-solving skills and a proven ability to effectively resolve customer issues.
- Exemplary communication skills with a demonstrated ability to build rapport and effectively interact with customers.

CERTIFICATIONS

AWS Certified Cloud Practitioner   **March 2023**

- Demonstrated expertise in configuring and managing Amazon Web Services (AWS) resources such as Elastic Compute Cloud (EC2) instances, security groups, and virtual private clouds (VPCs) to ensure secure and efficient cloud infrastructure.
- Skilled in automating tasks using scripting languages such as Bash and Python and using tools such as Terraform and Ansible to deploy and manage infrastructure.
- Familiarity with cloud security and compliance standards such as the AWS Well-Architected Framework

EDUCATION

City, University of London   **September 2019- July 2022**

- First Class BEng Aeronautical Engineering Degree (365 credits)
- Proficient in C/C++ through hands-on experience using MATLAB to successfully complete multiple complex projects.
- Developed valuable leadership and team collaboration skills while successfully leading multiple high-pressure projects.

Dormers Wells High School   **September 2016- June 2019**

- A-Levels: Three B-D, Including Maths and Physics
- GCSEs: Nine A*-C, Including Maths and English

INTERESTS

I am committed to personal and professional growth, engaging in activities such as playing team sports, reading, and working out at the gym. These pursuits have allowed me to enhance my teamwork and leadership skills, improve my work performance, and maintain a healthy work-life balance. I am also passionate about learning new AWS technologies and staying up to date with industry trends through online courses and professional development opportunities.