

# Hoger Shores

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## PERSONAL STATEMENT

I am a proactive, adaptable individual with a keen eye for detail and a strong passion for technology, always eager to embrace new challenges and continuously expand my knowledge. Through my recent AWS course with Generation and my previous bootcamps, I have strengthened my skills in AWS cloud computing and coding languages and developed a solid foundation for a role in cloud computing. Proficient in both macOS and Windows OS, and having studied several programming languages, I am quick to grasp new concepts. Combined with my organisational skills and effective communication, I can efficiently troubleshoot and resolve cloud-based issues, as well as successfully deliver CI/CD pipeline projects. I can effectively debug coding errors, and provide more efficient solutions to code when needed. I thrive in collaborative environments and am eager to apply my expertise in cloud infrastructure, diagnostics, and technical support to deliver innovative solutions and exceptional service to clients.

## KEY SKILLS

- Excellent proficiency in macOS and Windows operating systems
- Comprehensive knowledge in software installation and configuration
- Demonstrated understanding of AWS cloud computing with experience in managing cloud services.
- Basic proficiency in, Linux, Bash, Python, HTML, CSS, Javascript programming languages and Git actions.
- Collaborative team player, worked closely with peers on group assignments, contributing to joint problem-solving and ensuring timely project completion
- Analytical problem solver, Utilised a systematic approach to diagnose and resolve technical issues effectively, ensuring reliable and timely solutions for end-users.
- Great communicator, Conveyed technical solutions and updates clearly to both technical and non-technical team members.

## EXPERIENCE

**Generation UK, Cloud Engineer AWS re/Start, [ 2024, UK]**

Through completing the Generation program, I have honed exceptional skills in building, extending, and maintaining software and services on Amazon Web Services (AWS).

- Developed excellent understanding of the concept of cloud computing and AWS
- Worked as a key team member in a number of tasks during numerous projects throughout the course
- Expanded my knowledge on different mindsets and how best to adapt them
- Increased my proficiency in Python programming and Bash and understood the fundamentals of Linux
- Understood the fundamentals of CI/CD pipelines and successfully launched a CI/CD pipeline project.
- Worked with databases and SQL, querying and designing databases using MariaDB and AWS RDS.
- Built a project using Python within a team and successfully met all requirements and functions required.

## WORK EXPERIENCE

**IT Engineer, iFix Centre, London, 2013 - Present**

As an IT Engineer, I troubleshoot and repair Macs and laptops, desktop PCs of all brands. I actively collaborate with my team to devise effective software and hardware solutions, always balancing repair costs with the value of the device to ensure optimal customer satisfaction.

- Diagnosed device faults by conducting comprehensive tests, ensuring precise and accurate results for customers.
  - Cultivated excellent customer service skills to establish rapport and trust, especially when handling devices with sensitive data.
  - Collaborated with my team to tackle challenging cases, leveraging collective expertise to devise effective solutions.
  - Consistently delivered outstanding repair results and provided customers with optimal solutions.
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- Fostered a positive workplace environment to enhance team effectiveness and morale.
- Developed and implemented a new booking form system to streamline customer data management and ensure confidentiality.

#### **Property Managing Assistant, MIA Construction, London, 2013 - 2016**

When working as a property managing assistant, I inspected properties, coordinated with builders, and addressed maintenance issues to ensure seamless operations. I efficiently handled key distribution, arranged end-of-tenancy cleaning, and worked collaboratively with my team to provide exceptional service and maintain property standards.

- Diligently inspected properties for any issues while building strong relationships with tenants.
- Proactively scheduled and managed necessary building work, ensuring everything was completed smoothly on specific occasions.
- Efficiently distributed keys to tenants and clients who required them, ensuring easy access.
- Promptly arranged end-of-tenancy cleaning for properties, ensuring they were immaculately prepared for new tenants.
- Consistently met deadlines for building work, demonstrating reliable time management.
- Communicated clearly and effectively with tenants, ensuring that all issues or enquiries were swiftly addressed.

#### **Retail Assistant, House Of Cashmere, London, 2009 - 2012**

As a retail assistant, I managed stock, assisted customers with product enquiries, and ensured a welcoming store environment. I efficiently handled transactions and made sure the shop floor was consistently organised. I worked closely with my team to provide excellent customer service, resolve any issues.

- Fostered strong rapport with customers through exceptional customer service skills
- Proactively promoted store products, consistently striving to achieve top seller status
- Efficiently operated the till and processed payments with accuracy and professionalism
- Diligently counted stock upon delivery and maintained an organised and tidy shop floor

### **EDUCATION AND CERTIFICATIONS**

#### **Amazon Web Services, Online, December 2024**

- AWS Certified Cloud Practitioner Certificate, CLF-C02 - PASSED

#### **Generation UK, Online, October 2024**

- Completed and Passed Bootcamp AWS re/Start

#### **Trilogy Education Services, Online, March 2023**

- Completed and Passed Trilogy Skills Bootcamp in Front-End Web Development

#### **University Of Bedfordshire, England, 2009 - 2012**

- 2:1 Bsc Biomedical Science

**LANGUAGES:** **Kurdish** – Fluent Speaking, **English** – Fluent Speaking, Reading, Writing, **Arabic** – Willing To Learn

### **INTERESTS**

Passionate about self-learning and exploring new programming languages and cloud technologies. Enjoy providing tech support to family and friends, enhancing problem-solving skills, actively pursuing certifications and online courses in cloud computing and regularly attending the gym to maintain a balanced and healthy lifestyle

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