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Professional Summary:

A detail-oriented and proactive individual with foundational experience in cloud technologies and IT support, complemented by a strong background in technical problem-solving and customer engagement. Comfortable in programming languages such as JavaScript, and familiarity in Linux, I bring a robust understanding of cloud infrastructure fundamentals, including networking, security, and database systems. My hands-on experience with AWS services and certifications has solidified my ability to design and troubleshoot scalable and resilient solutions, making me a valuable asset for cloud-based roles. Dedicated to continuous learning and growth, I am eager to contribute to innovative projects.

Competencies:

AWS, HTML, CSS, JS, NodeJS, React, PostgreSQL, Linux, Git, Bash, Agile Methodologies, Confluence, JIRA, OpsGenie, Full Stack Development

Certifications:

AWS Cloud Practitioner, AWS Solutions Architect

EXPERIENCE:

HamlatulBader - Travel Agency Operations Coordinator - Nov- Present

- Coordinated complex travel arrangements including hotel bookings, airport transfers, and guided tours for large groups, consistently receiving positive customer feedback
- Implemented marketing campaigns across social media platforms and through in-person networking, successfully expanding the agency's local customer base
- Oversaw daily financial operations including payment collection, refund processing, and account reconciliation, maintaining accurate financial records for all client transactions
- Provided critical on-site support at airports for customer check-ins, successfully resolving urgent travel issues.
- implemented an efficient customer database record keeping, streamlining booking processes and enabling personalized travel recommendations based on client preferences

- Led comprehensive visa processing operations for UK and non-UK citizens, managing end-to-end application procedures and ensuring 100% compliance with immigration requirements
- Conducted inventory management processes for office equipment and supplies,

November 2023 – November 2024:

- Engaged in various temporary roles across multiple industries (such as Logistics ,Retail,Not for Profit and Teaching), gaining diverse experience and developing adaptable skills. These roles allowed me to enhance my ability to quickly learn and contribute in dynamic environments while broadening my professional perspective.

Fargodo – Customer Care Agent (Feb 2023 – Oct 2023)

- Delivered exceptional customer service, addressing inquiries and resolving issues promptly across phone and email channels.
- Utilised strong organisational skills to maintain accurate transaction records and ensure smooth operations.
- Developed rapport with clients, showcasing empathy and effective communication skills to handle diverse customer needs.
- Demonstrated sales expertise by effectively promoting and selling international SIM cards, IT products, and related services.
- Ensured precise cash handling and payment processing, adhering to financial protocols and maintaining high standards of accuracy.
- Proactively resolved technical challenges, including minor computer and network issues, to ensure uninterrupted business operations.
- Cultivated strong relationships with a diverse clientele, leveraging excellent interpersonal and communication skills to address unique needs empathetically.
- Organised and managed transaction documentation, maintaining adherence to company policies and supporting smooth operational workflows.

Fnality – TechOps Analyst (April 2022 – December 2022)

- Collaborated with cross-functional teams to support blockchain-based financial solutions, ensuring regulatory compliance and high availability.
- Contributed to drafting SLAs and KPIs to streamline operational efficiency and align with client expectations.
- Supported the development and documentation of service desk workflows, enhancing internal knowledge sharing.
- Utilised analytical skills to monitor systems and resolve technical queries in a fast-paced, high-stakes environment
- Engaged in Pre-Employment training on docker,python and sql

Alscient - AWS DevOps Engineer - Sep 2021-Jan 2022

- Delivered tasks within an Agile framework, collaborating with cross-functional teams to meet sprint objectives.
- Developed hands-on expertise with AWS services such as Workspaces, CodeCommit, and CloudFormation, supporting cloud infrastructure and deployments.
- Applied a problem-solving mindset to troubleshoot issues, optimize deployment pipelines, and enhance system efficiency.
- Managed access control through AWS IAM, ensuring robust security protocols.
- Engaged in knowledge-sharing sessions to promote a culture of continuous learning and improvement.

AWSRe/Start Bootcamp programme - Generation UK & Ireland Jan - Apr 2021

- Developed strong IT fundamentals in Networking, Security, Databases, Linux, and Python during a 12-week bootcamp.
- Embraced a growth mindset to tackle challenging virtual lab tasks both independently and collaboratively.
- Applied Python skills to create scripts in Linux Bash, and independently developed two Python games, building on my foundational knowledge.
- Implemented networking and security best practices while designing a network architecture using AWS services such as EC2, IG, VPC, and IAM.
- Gained knowledge of database structures, types, and languages, then applied this expertise to create custom databases using MySQL and AWS RDS.
- Expanded understanding of cloud computing and AWS services, ensuring effective delivery of cloud solutions.

Iglu Cruise – Sales Ledger Assistant (Feb 2020 – Nov 2020)

- Managed financial transactions, ensuring accuracy in recording customer balances and mitigating potential risks of bad debts.
- Processed refunds for cancellations and amendments, maintaining meticulous records in accounting software.
- Collaborated with internal teams to reconcile daily receipts and ensure financial data integrity.
- Communicated effectively with customers and departments to address inquiries and resolve discrepancies.