

# Muhammad Alhmaidy

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## PERSONAL STATEMENT

Enthusiastic and adaptable professional with a background in Petroleum Engineering and four years of managerial experience in a dynamic marketplace. Skilled in programming, technical analysis, and customer service. Recently completed the CS50 introduction to computer science course and the intensive AWS Cloud support bootcamp with Generation UK further developing my programming and cloud computing skills. Eager to transition into cloud support engineering, leveraging knowledge in Linux, networking, and Amazon Web Services (AWS), along with strong problem-solving and client-facing abilities, to support cloud infrastructure and service management. A dedicated self-learner ready to contribute effectively to cloud-based environments.

## KEY SKILLS

- **Technical Proficiency:** Python programming, Linux system administration, and cloud concepts including AWS service models and deployment. MySQL databases and solid networking principles
- **Customer Service & Communication:** Developed empathetic and effective communication skills handling customer inquiries and resolving issues in high-pressure environments
- **Teamwork & Collaboration:** Encouraged effective communication and cooperation among team members to achieve shared goals, while handling interactions with customers and colleagues from diverse backgrounds
- **Time Management:** Effectively managed competing priorities, balancing coursework, assessments, and personal development to meet strict deadlines
- **Self-Learning & Adaptability:** Demonstrated commitment to self-improvement by independently mastering programming and computer science fundamentals through online courses.
- **Language Proficiency:** Native in Arabic, fluent in English, and intermediate in Turkish

## EXPERIENCE

### **Cloud Support Engineering Training, Generation UK & Ireland 08/2024 - 11/2024, Glasgow**

Completed an intensive bootcamp focused on core cloud technologies, including Linux, networking, security, and Python programming. Gained hands-on experience with building, extending, and maintaining software and services on Amazon Web Services (AWS).

- Proficiency in Linux system administration, networking principles, and cloud security

- Experience with AWS services, including EC2, S3, RDS, Lambda, CloudFormation, IAM, and more, effectively leveraging these tools to design, deploy, and manage cloud-based solutions
- Collaborative teamwork and problem-solving skills, combined with strong research capabilities and the ability to apply and communicate complex information clearly and concisely
- Ability to maintain composure under pressure and work effectively with individuals from various backgrounds
- Consistently reliable and punctual, ensuring smooth operations and timely project completion

## WORK EXPERIENCE

### **Manager & Personal Shopper | 07/2018 - 07/2022 | The Green Bazaar | Bursa.**

I worked as a Personal Shopper at The Green Bazaar for two years, where I interacted with customers from around the world. Due to my strong performance and dedication, I was promoted to Manager, focusing on maintaining high standards of service and customer satisfaction.

- Developed strong communication skills through interactions with individuals from diverse backgrounds and cultures helping them find suitable products while ensuring a positive shopping experience
- Facilitated teamwork by fostering collaboration among team members to achieve common goals
- Demonstrated leadership by overseeing daily operations and managing a team of 12 people in a dynamic marketplace environment

## EDUCATION AND CERTIFICATIONS

### **Generation UK | Scotland | 08/2024-10/2024**

Certified Cloud Practitioner

### **CS50 introduction to computer science course | Harvard University (Online)| 05/2024- 07/2024**

Completed Harvard's self-paced online CS50 course

### **Petroleum Engineering | Al-Baath University | Homs, Syria 10/2013 - 08/2016**

Completed 3 years of the 5 years course  
(Incomplete due to war in Syria)

## INTERESTS

I actively follow tech news through blogs, newsletters, and podcasts like TechCrunch and AWS TechChat to stay informed about the latest trends and developments in technology. In my free time, I enjoy writing scripts and small tools in Python or Bash to automate tasks, such as file management and system monitoring. I am also passionate about exploring new cultures, which I do by travelling, trying different cuisines, and learning new languages. This experience has strengthened my adaptability and communication skills, allowing me to connect with people from diverse backgrounds.