Raheem Shah

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Summary

As an experienced IT Engineer, I have a strong focus on desktop support and expertise in Azure Active Directory. I am skilled at providing tailored solutions and exceptional customer service, communicating technical information in a clear and concise manner. My proficiency in managing user identities and access enables me to implement effective security protocols to safeguard sensitive information and assets. Additionally, I have a deep understanding of directory services, user access, and authentication. Committed to continuous learning and staying up-to-date with the latest IT trends, I am dedicated to delivering exceptional technical support and making a meaningful impact in the industry.

Education

University of Surrey | Guildford

MSc Information Security   September 2022 – Present

As a proactive first-year student, I am passionately delving into the fascinating realms of information security and cybersecurity, seeking to expand my expertise and make a meaningful impact in the field.

University of Brighton | Brighton

BSc (Hons) Software Engineering   September 2019 – July 2022

Achieved a commendable 2.1 Upper-Class honours degree, reflecting strong academic performance and dedication to the field.

Technical Skills

- Java
- Javascript
- Remote Support
- HTML
- End User Training
- Ticket Support
- Active Directory
- Microsoft Office
- Report Skills
- Salesforce
- macOS
- WindowsOs
- Problem-Solving
- Critical Thinking
- Tech Support
- Leadership

Professional Experience

Zoonou LTD | Eastbourne

Test Analyst | Summer Placement   June 2021 – September 2021

- Conducting thorough testing of assigned applications to ensure optimal performance and functionality
- Developing and implementing test processes, encompassing the design of test cases and required deliverables
- Identifying and documenting issues encountered during testing using issue-tracking tools such as Jira and Trello
- Collecting, analysing, and interpreting relevant data throughout the testing process to generate insightful metrics
- Providing comprehensive daily status updates, including detailed metrics and key observations for continuous improvement

Desk Support | Personal Work

Technical Desk Support   August 2018 – Present

- Provided exceptional technical support to end-users, diagnosing and resolving hardware issues with desktops, laptops, printers, and other peripherals.
- Managed hardware inventory, ensuring that all equipment was available and functioning correctly, and assisted in procuring new hardware.
- Maintained accurate documentation of technical issues, resolutions, and service requests.
- Followed established procedures for troubleshooting, repairing, and replacing hardware components, minimizing downtime and maximizing system availability.
- Communicated effectively with end-users to provide technical assistance, training, and support, building positive relationships.
- Stayed up-to-date with the latest hardware technologies, and continuously learned to ensure optimal performance and service delivery.
- Adhered to IT support policies and procedures, ensuring compliance with industry best practices and standards.
- Providing top-quality 1st line support
- Taking ownership of incidents, requests and problems
- Ensure all modes of customer contacts are responded to – Telephone calls and Emails, Self-Log
- Providing a first-class level of service by meeting or exceeding contractual SLAs, KPIs and Customer Satisfaction
- Ensure the highest level of troubleshooting is applied to every customer contact made through the use of agreed scripts and processes
- Recording and maintaining the knowledge and known error database Managing incidents, requests and problems

Additional Information

- Entrepreneurship: Founded Fluorescent Ideas, specializing in web and app development for personal and commercial use.
- Fitness: 12+ years in boxing and gym workouts.