

Raheem Shah

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Professional Summary

IT Infrastructure & Security Engineer with experience across healthcare and hospitality technology. Skilled in network architecture, cloud platforms (AWS, Azure), and automation scripting. Proven track record in reducing downtime, improving service delivery, and leading customer-focused technical deployments. Adept at balancing hands-on technical expertise with strong documentation, compliance, and stakeholder collaboration.

WORK EXPERIENCE

Zonal – Field Infrastructure Engineer

Apr 2024 – Present

Market-leading technology provider for the hospitality industry, specialising in EPOS systems and software

- Conduct on-site installations, maintenance, and repairs to optimise system performance.
- Provide technical support and troubleshooting for hardware/software issues.
- Manage inventory of spare parts and tools, ensuring operational readiness.
- Specialise in EPOS hardware, kiosks, cabling (Cat5/6), wireless, comms units, and routers.
- Train new staff on field procedures and best practices, ensuring high service standards.
- Coordinate workload across multiple locations, reducing service delays and maintaining a customer-first approach.

Medical Imaging Partnership – Senior Systems Engineer

May 2023 – Apr 2024

UK provider of diagnostic imaging services (CT/MRI).

- Designed and maintained IT infrastructure, reducing service downtime by 30%.
- Created scalable network architecture to support business growth.
- Applied Python scripting to automate tasks, improving team productivity.
- Built an IT hub providing real-time service updates and transparent issue reporting.
- Developed proactive automation solutions, improving booking capacity and service delivery.
- Collaborated with stakeholders to align systems with data protection and security requirements.

Education

University of Surrey – MSc Information Security | Sep 2022 – Apr 2024

University of Brighton – BSc (Hons) Software Engineering | Sep 2019 – Jul 2022

Certifications

- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals
- IBM: Architectural Thinking for Security

Technical Skills

Cloud & Infrastructure: Amazon Web Services (AWS), CloudHealth, EC2, CloudWatch, Azure, Intune, Veeam, Network Infrastructure, Field Engineering

Networking & Security: Network Configuration, Cisco Switches, Fortinet, Azure Active Directory, Data Cabling, ITIL Framework, Troubleshooting

Programming & Automation: Python, Python Scripting, Java, JavaScript, SQL, React, Automation Scripting

IT & Business Tools: ServiceNow, M365, Trello, MS Word, Excel, Documentation Skills, Project Management, Inventory Management, Performance Optimisation, Team Leadership, Customer Service, Data Analysis, Technical Support

Key Achievements

- Reduced IT service downtime by 30% through proactive infrastructure improvements.
- Automated workflows with Python, saving significant staff time and improving productivity.
- Delivered robust EPOS deployments across multiple sites with minimal service disruption.
- Spearheaded the creation of a service status hub, enhancing transparency for end-users.