

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

Medical Imaging Partnership | Crawley

Systems Engineer | Full Time

May 2023 – Present

- Proactive maintenance specialist, traversing the UK Southeast and London, ensuring peak CT & MRI performance with preventive care, minimizing downtime. As a 24/7 On-Call Guardian, I remotely diagnose & resolve critical issues, preventing patient care disruptions and guaranteeing rapid image transmission. Championed remote monitoring & troubleshooting, slashing service calls by 20% and maximizing scanner uptime for efficient diagnoses.
- Designed and implemented an IT hub for real-time service status, issue reporting, and direct IT chat, boosting transparency and resolution times. Developed online directory and inventory systems, slashing search time and optimizing asset management, all contributing to a 15% productivity gain across departments.
- Build and maintain a robust network infrastructure that facilitates secure and efficient data flow.
- Diagnose and resolve complex IT issues impacting systems and data, minimising disruptions and optimising performance. Collaborated with service engineers part of the NHS to diagnose the faulty component, sourced and replaced the required parts, and ensured proper calibration of the scanner for optimal image quality.
- Built and nurtured strong relationships with internal teams, NHS engineers, and vendors to source IT equipment at best value, spearheading a streamlined procurement process that reduced downtime and boosted departmental productivity by 15%.

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.