

Adam Suleman | Technical Engineer & Customer-Focused Specialist

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Summary

I specialise in bridging technical systems with real-world user needs. With experience in high-volume support and cloud security projects, I've led escalations, improved workflows, and built automation to reduce operational noise. My focus is on solving complex technical problems while communicating clearly and effectively with customers and cross-functional teams.

Work Experience

Senior Customer Support

Security Blue Team | Jan 2026 – Present

- Led technical support investigations involving complex platform behaviours and multi-system interactions
 - Collaborated with engineering and product teams to address customer-reported issues and improve operational workflows
 - Provided structured root cause analysis and technical documentation to enhance team performance and resolution quality
 - Communicated technical findings clearly to non-technical stakeholders, improving customer satisfaction
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Student Support Lead

Security Blue Team | Jan 2025 – Jan 2026

- Managed escalated technical cases, coordinated cross-functional handoffs with product and operations, and refined internal workflows
 - Mentored 3+ team members on resolving technical and procedural challenges efficiently
 - Implemented AI-powered automation to reduce repetitive case volume and improve response times
 - Tracked KPIs and presented insights to senior leadership for operational improvements
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Student Support Specialist

Security Blue Team | Nov 2023 – Jan 2025

- Resolved high-volume tickets (2000+) while maintaining excellent customer satisfaction (>90% CSAT)
 - Built automation tools integrated via APIs to improve ticketing efficiency and lifecycle tracking
 - Collaborated with DevOps, Cloud, Product, and Sales teams to clarify and resolve complex customer issues
 - Translated technical backend behaviour into clear, customer-facing explanations
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Projects

Azure Cloud Detection & SOC Lab ([Link to Github](#))

- Built and configured cloud-based detection infrastructure aligned to security frameworks
 - Created analytics queries (KQL) and monitoring dashboards that improved signal quality, reducing noise by ~74%
 - Demonstrated integration of technical cloud tools with operational workflows
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- Deployed portfolio site using AWS S3 and CI/CD workflows with CodePipeline
- Integrated Cloudflare for DNS and performance optimisation
- Established automated deployment processes compatible with modern DevOps practices

Education

BSc Computer Science & Information Security (2:1)
University of Hertfordshire

HND Computing: Cybersecurity & Ethical Hacking
West Herts College

BTEC Level 3 Diploma in Information Technology
West Herts College

Certifications

- AWS Cloud Practitioner
 - Microsoft Azure Fundamentals (AZ-900)
 - Blue Team Level 1 – Junior Security Operations
 - CompTIA A+
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Core Competencies

- Technical troubleshooting & root cause analysis
- Customer-facing technical communication
- API integrations & workflow automation
- Cloud platform familiarity (AWS, Azure)
- Cross-functional collaboration
- Incident triage & escalation management
- KPI and SLA monitoring
- Technical documentation