**Idrees Rahman**  
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**Professional Profile**

Hands-on technologist who spots bottlenecks, automates them away and explains the fix in plain English.  
• 3 + years combining IT support, low-code development and classroom teaching.  
• Proven at turning messy, people–centred workflows into auditable, data-driven systems.  
• Thrive in fast-moving, remote-friendly teams that prize ownership, thoughtful writing and genuine customer empathy.

**Core Skills & Tools**

**Automation & AI** Power Automate, n8n, Zapier, OpenAI, Hugging Face, prompt engineering  
**Scripting & Data** Python, basic JavaScript, REST / GraphQL APIs, SharePoint, SQL fundamentals  
**Support & CX** Ticket triage, root-cause analysis, knowledge-base writing, stakeholder workshops  
**Productivity Stack** Notion, Office 365, Google Workspace, Confluence, Slack, Loom  
**Ways of Working** Rapid experimentation, Lean / Kanban planning, async documentation, low-ego teamwork

**Professional Experience**

**IT Support & Automation Technician** London Ambulance Service (NHS) Jan 2024 – Present  
• Promoted within three months after surfacing manual pain points and pitching fixes.  
• Built a Power Automate bot that parses grievance emails, pre-populates SharePoint forms, triggers approvals and posts live status to Teams—cutting average resolution time from weeks to days and improving audit readiness.  
• Authored click-by-click run-books and short Loom videos, slicing new-hire ramp-up on key apps by 60 %.  
• Consistently praised by clinicians for jargon-free explanations and calm support during outages.

**Teacher of Religious Studies (Evenings, Part-time)** Jamie Maktab, Luton Jan 2023 – Present  
• Design lively lessons for mixed-ability classes (ages 6-17), turning dense texts into memorable stories.  
• Use weekly student surveys to iterate content; engagement scores improved to 90 %+.  
• Regularly brief parents on progress—honing the clear, empathetic communication I bring to client calls.

**Cover Teacher (Temp)** Al Hikmah Boys School, Luton Oct 2022 – Dec 2022  
• Introduced interactive, tool-based learning that raised lesson-variety ratings to 90 %.  
• Built instant rapport with students only a few years younger—useful when guiding time-strapped users.

**Selected Projects**

**Risk-Reduction Grievance Workflow** 2024  
Digitised a seven-page Word form into a SharePoint + Power Automate flow with validation, audit trail and one-click tribunal-pack export, aligning with GRC best practice.

**GPT Bookkeeping Assistant** 2024  
Solo prototype that ingests bank CSVs, auto-categorises spend and exports PDF ledgers; sharpened API integration and prompt-chaining skills.

**Personal Productivity Automations** 2023-25  
n8n flows merging Google Calendar, WhatsApp reminders and Sheets logging—saving ~2 hours weekly.

**LLM Chatbot Experiments** 2023-25  
Dockerised DeepSeek and Llama-3 models locally; explored retrieval-augmented generation for internal knowledge-base search.

**Education & Certifications**

Level 3 Diploma, Software Development Just IT 2023  
Microsoft MD-102 Endpoint Administrator in progress (expected 2025)  
Enhanced DBS • Certified First-Aider

**Personal**

• Avid follower of AI research; daily ChatGPT and Hugging Face power user.  
• Recreational powerlifter—discipline and incremental gains guide my work ethos.  
• Languages: English (native), conversational Arabic (self-taught).