**Mohammed Idrees Rahman**

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<https://github.com/idrees05>

**Personal Profile**

I am a tech-savvy IT enthusiast with a foundation in software and network troubleshooting. Possessing a keen ability to approach challenges in aprecise and efficient manner with focus on customer clarity and satisfaction. Familiar with various Microsoft IT tools and systems such as Azure AD and Intune. Also confident in programming languages C#, Python, JS, SQL, HTML and CSS which I recently further developed in a 3-month, Level 3, Software Development Course. I am looking forward to applying my skills as a Junior DevOps, or as an apprentice.

**My Skills**

* Proficiency in JavaScript, Python, SQL, CSS and HTML (Learnt in 3 Month in person course. Check out what I did 🡪 <https://github.com/idrees05>)
* Familiarity and experience with Intune, Azure AD, Microsoft 365
* Excellent communication skills
* Experience with ticketing systems
* Data analytics
* Coding in JavaScript, Python and C# on Windows

**Work Experience**

**First Line IT Support Technician**  
*YES LTD,* United Kingdom, Webley/Northwest London  
June 2023 – Current

* Provided First Line IT Support to Small business, meeting SLA’s and ensuring minimal downtime and communicating with clients as much as possible to ensure clear understanding and satisfaction.
* Diagnosing and resolving software issues such as printer installations, Microsoft upgrade impacts, and domain management.
* Updating and managing accounts using Intune and Azure AD.
* Resolving boot issues laptops and desktop e.g. BitLocker recovery prompt
* Managed ticketing system using Spiceworks prioritising and responding to around 1 ticket daily.
* Installing and deploying widows 10 and 11 via USB
* Collaborated with Second Line Support, ensuring clear communication and smooth handovers.
* Regularly conducting check and maintenance on desktops, proactively solving problems as opposed to reactively.
* Regularly emailing and collaborating with client queries and concerns

**Teacher of R.S (part time)**  
*Jamie Maktab,* United Kingdom, Luton Bedfordshire  
January 2023 – Current

* Teaching classes of 20 children from ages of 6 – 17 years of age
* Delivered engaging lessons on RS, constantly planning and adapting to cater for the ever-changing curriculum.
* Planned lessons for optimum retention, learning and enjoyment, varying lesson plans and attitude for different age groups.
* Regularly communicating and reporting to parents and resolving their various concerns
* Developed strong communication, creativity, and leadership skills.

**Child Workforce Teacher**  
*Al Hikmah Boys School,* United Kingdom, Luton Bedfordshire  
October 2022 – December 2022

* Organised and implemented new teaching methods in students’ lessons and activities.
* Learned and improved from feedback from senior teaching and Colleagues.
* Improved my self-confidence, teaching people very similar in age to me.

**Education & Training**

**September 2020 – July 2022, Luton Sixth Form College, Luton Beds**  
A Levels  
Subjects:

* Chemistry
* Physics
* Mathematics

**September 2016– June 2020, Jamiatul Uloom Al Islamia, Luton, Beds:**

BTEC Subjects:

* IT: Level 2 Merit

GCSE Subjects:

* English Literature: Grade 7
* English Language: Grade 7
* Mathematics: Grade 8
* Physics: Grade 8
* Chemistry: Grade 8
* Biology: Grade 9

**Other Training and Courses**

* MD-102: Endpoint Administrator
* Level 3 course in Software development (3 month duration)
* Studying the fundamentals of front and back-end programming such as C#, JavaScript, Node using ‘Pluralsight’ and ‘Udemy’
* Coding rooms – JavaScript Crash Course
* DBS certificate
* First Aid Certificate awarded.

**References available upon request**