

# Ahmed Meteab

## IT Support Specialist

London, UK | +44 7476 405 765 |  
ameteab@tutanota.com |  
<https://github.com/supazen/ahmedmeteab/>

### EXPERIENCE

**IT Support Trainee – Self-Directed Projects, London**  
*Apr 2024 – Present*

- Simulated mixed OS environments and remote support scenarios.
- Managed Linux servers over SSH; performed file transfers, config edits, and user management.
- Optimized system/network performance through hands-on experimentation.
- Applied AI tools for log analysis and troubleshooting automation.

**Facilities & IT Support Manager – Foundation International Education, London**  
*Apr 2018 – May 2020*

- -Delivered IT support for 100+ staff and students across devices and systems.
- -Handled endpoint troubleshooting, network resets, and printer/CCTV support.
- -Led rollout of a user-friendly self-service device allocation system.

**Language Interpreter (PT) – THG Fluently, London**  
*Jul 2020 – Mar 2024*

- -Real-time EN-AR interpretation in clinical and legal settings.
- -Developed calm communication under pressure—transferable to IT support roles.

### EDUCATION

**BSc (Hons) Computer Science – Kingston University, London**  
**National Diploma in IT – South & City College, Birmingham**

### Languages

Arabic (Native), English (C1)

### CORE COMPETENCIES

**Operating Systems:** Windows 10/11, Windows Server, macOS, Linux (Ubuntu, Debian-based)  
**System Management:** Remote desktop, imaging, endpoint configuration, SSH access, Linux server upkeep  
**Networking:** TCP/IP, DNS, DHCP, LAN/WAN, router setup, firewall basics, system/network optimization  
**Hardware:** Custom PC builds, fault diagnosis, BIOS configuration  
**Tools:** AnyDesk, TeamViewer, RDP, ticketing systems, Microsoft 365 Suite, basic PowerShell scripting, Active Directory (intro-level)  
**Security:** Patch management, malware protection, file integrity, basic hardening techniques  
**Virtualization:** VMware, VirtualBox  
**AI & Automation:** Use of AI tools for log analysis, script suggestions, troubleshooting assistance

### CERT.

CompTIA A+ — Certified

Microsoft MD-101 — Certified

CompTIA Network+ — In Progress

CompTIA Security+ — In Progress

