

Ahmed Meteab

JR IT SUPPORT

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SUMMARY

A proactive and certified IT professional with a solid foundation in system administration and user support, honed through both formal education and extensive self-directed projects. Eager to leverage strong problem-solving and communication skills in a junior IT role, with a clear ambition to grow into an Infrastructure Support Engineer through continuous learning and advanced CompTIA certifications.

CORE TECHNICAL COMPETENCIES

Windows 10, Windows 11, Linux distributions (Arch, Debian, Ubuntu), Microsoft 365, remote desktop tools, operating system deployment, Full-cycle custom PC builds, laptop repair and component replacement, comprehensive hardware diagnostics, lifecycle assessment, SOHO network optimization, connectivity troubleshooting, basic security implementation, IP addressing and subnet management, network issue resolution via command line, network traffic analysis using Wireshark, Backup system rollouts, data recovery procedures, system imaging, virtualization (VMware/VirtualBox), sandbox testing for malware analysis, driver management from official sources, Ticketing systems, AnyDesk, TeamViewer, basic PowerShell, Malware and ransomware identification and removal, threat database analysis using scanning platforms, firewall configuration, vulnerability assessment using Nessus Tenable, Python scripting for automation, system management and deployment, logging and troubleshooting automation, infrastructure monitoring, security fundamentals

EXPERIENCE

AMHL - Self-Study & Projects

London, England

11/2024 - Current

Junior IT Support Technician (Self-Study & Projects) London, UK | April 2024 – Present

- **Engineered** a robust multi-OS lab environment (Windows Server, Linux VMs) to mirror enterprise networks.
- **Established and managed** a local Active Directory domain controller, overseeing **50+ user accounts and 15+ group policies** to fortify security and access control for simulated users.
- **Administered Linux servers remotely via SSH, automating daily backups and critical system updates** with bash scripts, achieving **99% data integrity** in rigorous testing.
- **Analysed network traffic using Wireshark** across a personal lab, **pinpointing and resolving 3 key bandwidth bottlenecks** that significantly optimized SOHO network performance.
- **Executed comprehensive vulnerability assessments** with Nessus Tenable on a test network, **proactively identifying and patching over 10 critical vulnerabilities** across diverse operating systems.
- **Performed advanced hardware diagnostics and repairs**, including the meticulous **replacement of faulty components and strategic installation of upgrades** (e.g., RAM, storage units). This notably involved **successfully executing a laptop LCD monitor replacement** to restore full functionality.
- Resolved problems, improved operations and provided exceptional service.
- Organized and detail-oriented with a strong work ethic.
- Passionate about learning and committed to continual improvement.

THG Fluently - Language Interpreter (Part-time)

London

05/2020 - 03/2024

HIGHLIGHTS

- Skilled in navigating Windows 10 and 11 environments
- Malware assessment
- Network firewall setup
- Fundamental security implementation
- Software sandbox testing
- Virtualization implementation skills
- Data storage management
- Mitigate network outages
- Network performance analysis
- Small office home office network optimization
- Technical hardware diagnostics
- Laptop maintenance and servicing
- Tailored PC configurations
- System software configuration
- Technical hardware diagnostics
- Proficient in Microsoft 365
- Proficient in Linux distributions

SOFTWARE

Windows / Linux Distro

Microsoft Suite (Word, Excel, PP)

Google Workspace

PowerShell, CMD

Gparted/DiskMgmt

FedoraISO/Rufus

Malwarebytes/ClamAV/WinDef

Tenable Nessus

Python, PyCharm

GitHub / Notion

Bash / Fish shell

SSH / Cockpit

BIOS / Firmware Config

CERTIFICATIONS

CompTIA A+, Certified, 2024

Microsoft MD-101: Managing Modern Desktops, Certified, 2024

CompTIA Network+, In Progress, 2025-09-30

CompTIA Security+, In Progress, 2025-12-31

- Delivered real-time English-Arabic interpretation in high-pressure clinical and legal environments
- Maintained 100% confidentiality standards while ensuring accurate medical terminology translation, directly supporting client work precision and outcomes
- Successfully managed multiple concurrent assignments while maintaining interpretation quality

Foundation International Education - IT Support Assistant

London

04/2018 - 05/2020

- Provided daily IT support to 100+ staff and students across Windows, macOS, and mobile devices
- Troubleshoot common endpoint issues including network connectivity, printer setup, and basic CCTV support
- Assisted with rollout of new device allocation system, learning project management fundamentals
- Supported IT infrastructure maintenance and gained experience with vendor coordination
- Created user guides and provided basic training on new technologies

LANGUAGES

English



Arabic



INTERESTS

Astronomy, Poetry, Philosophy, History, Animals, Nature, Quantum Technology, Cycling, Gaming, Music, Cooking, Travelling

RELATING HOBBIES

Beyond my direct qualifications, I'd love for you to know that my passion for IT goes beyond the typical. My self-directed projects, like building custom PCs and creating multi-OS lab environments, are truly driven by a deep curiosity for how technology functions from the ground up. This hands-on exploration is a core part of who I am.

Outside of IT, I have a wide range of interests that continuously broaden my perspective and problem-solving approach, making me a well-rounded and adaptable person.

ADDITIONAL INFORMATION

Side Learning Focus: Python scripting for automation, system management and deployment, logging and troubleshooting automation, infrastructure monitoring, security fundamentals

EDUCATION

01/2014 - 01/2016

South & City College
UK Birmingham

National Diploma: Information Technology

- Distinction Distinction