



## PERSONAL PROFILE

I am a hardworking and ambitious individual with a great passion in technology. I am a graduate of the AWS re/Start program. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT skills. My greatest passion in life is using my technical know-how to benefit other people and organisations

## PROFESSIONAL SKILLS

- Hands-on SQL experience
- Java, Ruby, Linux OS, Python and Shell experience
- Working knowledge on AWS in EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS, Route 53, CLI and API
- Working knowledge of CSS, HTML, JavaScript and Terraform
- Ability to configure automation using cloud native services.
- Windows and Linux scripting
- Strong incident fault finding skills and experience.
- Familiar with software development practices such as CI/CD
- Strong experience with Microsoft Office

## CERTIFICATIONS

- MTA: Networking Fundamentals
- MTA: Windows Server Administration Fundamentals
- MTA: Mobility and Device Fundamentals
- MTA: Software Development Fundamentals
- AWS Certified Cloud Practitioner
- Level 3 Infrastructure Technician Apprenticeship

## PERSONAL INTERESTS AND HOBBIES

Basketball  
Mixed Martial Arts  
Sci-fi/Action Movies  
Gaming  
Computer Building

# FAHAD ALHARTHY



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## WORK EXPERIENCE

### Support Engineer

*Dalycom | June 2021- Present*

- Taking support calls, logging and resolving first and second line faults with remote software management or site visits if required
- Escalate tickets to different departments including 2nd and 3rd Line Support if required.
- Ensure all chargeable incidents and requests are highlighted and confirm charges have been issued prior to closing the ticket

### Customer Support

*Grow With Me | March 2021 - May 2021*

- Partner with the customers to effectively resolve issues through phone, email and chat and social media.
- Collect and record feedback and information and share with appropriate departments and team members
- Log any failed delivery or damaged product

## EDUCATION HISTORY

### AWS re/Start Programme Trainee

*AWS Certified Cloud Practitioner, 2020 - 2020*

- Completing a 12 week, full-time, classroom based skills development and training programme on IT fundamentals, AWS Cloud and professional skills
- Configured, monitored and supported the suite of core AWS services
- The ability to explain technical information and terminology to non-technical end users.
- Building IT fundamental skills, including: working knowledge of Linux OS, Networking, Security, Programming, Databases, Sys Ops and writing scripts in Python and Shell.

### Leicester College

*Level 3 Extended Diploma in Manufacturing Engineering, 2014 - 2016*

- Graduated with a triple distinction - AAA A-level equivalent
- Achieved a Level 2 Diploma in Engineering - B GCSE equivalent
- Member of the Cyber Bullying Mentor Committee

### Babington Academy

*8 GCSE's A - C (Including Mathematics and English), 2008 - 2013*

## VOLUNTEER EXPERIENCE

### University of Nottingham

*Event Organiser of the Islamic Society, 2018 - 2019*

- Identified and secured speakers or special guest

### Babington Academy

*Team Leader of Sporting Events, 2011 - 2012*

- Organised fund raising events
- Managed a budget for each event
- Set up multiple physical activities on a weekly basis
- Created an assembly plan for each event
- Managed a group of 8-10 team members.