FAHAD ALHARTHY

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COMPETENCIES

Communication
Customer Service
Attention to Detail
Team Leadership
Technical Support
Remote Fixes
Wireless Networking
Cloud Services
Testing & Diagnostics
Software & Hardware
Scripting
System Configuration
Malware & Virus Protection
Firewalls
Data Recovery
VPN Connections
Time Management
Team Collaboration
Security Awareness

PROFILE

Proactive and driven technical support specialist, committed to providing exceptional customer service with 3+ years of proven experience in helpdesk environments. An analytical problem-solver who thrives under pressure, utilizing critical thinking and fault-finding skills to solve complex challenges involving cloud platforms and network infrastructure. Dedicated to professional development and certified by Microsoft and Amazon.

EXPERIENCE

DALYCOM   2021 – PRESENT
TECHNICAL SUPPORT ENGINEER
- Delivered high-quality helpdesk support for the business telecoms provider, dealing with 300+ B2B client accounts.
- Managed multiple ticket requests in a fast-paced environment, consistently meeting KPIs relating to call quality, first-time fix, and average resolution time.
- Efficiently diagnosed and resolved first and second line faults to minimise downtime and disruption.
- Performed routine network and system maintenance such as installing software updates for Microsoft Office 365.
- Installed, configured, and troubleshot various hardware, software, and networking issues for clients, both site-based and via remote software.
- Guided engineers during voice and data installation projects to support successful deployment.
- Liaised with specialists to ensure the prompt resolution of escalated cases.
- Increased client retention by building strong relationships and communicating effectively to understand their technical issues.
- Accurately recorded details of user issues, ensuring compliance with GDPR when handling customer data.
- Trained and mentored 3 new staff members, demonstrating effective leadership skills to support their development.

GROW WITH ME   2021
SERVICE DESK ADVISOR
- Delivered excellent customer service for the children's subscription box start-up business, promptly responding to enquiries via phone, email, live chat, and social media.
- Accurately recorded tickets on the system, efficiently resolving issues such as failed deliveries and damaged goods.

TECHNICAL SKILLS

Microsoft Office 365
Google Workspace
Active Directory (AD)
Linux OS & Power Shell
Python
SQL
CI/CD
WAN/LAN/WLAN/VLAN
Telephony (VOIP)
DNS/DHCP
Windows Operating Systems
(Windows 10/11, Windows
Server 2016/2019/2022
HTML
Terraform
AWS
Azure

- Thoroughly investigated complaints, issuing refunds or replacements as required.
- Collected and recorded customer feedback, utilising data insights for informed decision-making.
- Collaborated with cross-functional teams to ensure organisational goals were met.

EDUCATION

DALYCOM   2021 – 2022
LEVEL 3 INFRASTRUCTURE TECHNICIAN APPRENTICESHIP
- Completed a level 3 apprenticeship, gaining practical experience in IT security and remote infrastructure.
- Modules included networking and architecture; mobile and operating systems; cloud services; coding and logic; and business processes.

MICROSOFT   2022
MTA CERTIFICATIONS
- Networking Fundamentals
- Windows Server Administration Fundamentals
- Mobility and Device Fundamentals
- Software Development Fundamentals

AMAZON WEB SERVICES   2020
AWS CERTIFIED CLOUD PRACTITIONER
- Completed the 12-week classroom-based re/Start programme, covering core AWS services including compute, storage, networking, and security.
- Gained knowledge of AWS global infrastructure, pricing models, cloud architecture, and resource management.

LEICESTER COLLEGE   2014 – 2016
LEVEL 3 DIPLOMA IN MANUFACTURING ENGINEERING
- Awarded triple distinction, equivalent to 3 A-grade A-levels.
- Member of the Cyberbullying Mentor Committee.

BABINGTON ACADEMY   2008 – 2013
SECONDARY EDUCATION
- Achieved 8 GCSEs including English and Mathematics.
- Team Leader of the Sporting Events club which involved organising sporting events and fundraisers, managing the club's budget, and leading a group of 10 students.