

FAHAD ALHARTHY

Leicester, England | +44 7943 958772 | Fahad_Alharthy@live.com
www.linkedin.com/in/fahad-alharthy | FahadAlharthy.com

PROFILE SUMMARY

Professional and innovative IT Support Specialist with expertise in resolving technical challenges, delivering efficient service desk support, and optimizing IT systems. Experienced in troubleshooting hardware, software, and networking issues, with a strong focus on client satisfaction. Skilled in configuring and managing Office 365, audiovisual systems, and network equipment. Proven ability to deliver on-site technical support, maintain tidy and functional workspaces, and build strong client relationships. Committed to continuous improvement and professional growth while contributing to impactful IT solutions aligned with business objectives.

CORE COMPETENCIES

- Technical Support
- Office 365
- Networking Troubleshooting
- Client Management
- Equipment Setup
- Cloud Services
- Incident Resolution
- System Configuration
- Active Directory
- Python Scripting
- Hardware Support
- Customer Engagement
- Cable Management
- Software Support
- Problem Solving

PROFESSIONAL EXPERIENCE

Dalycom

June 2021 – Present

Support Engineer

- Provided efficient service desk support, resolving technical issues for diverse client needs.
- Escalated unresolved technical problems to specialized teams for effective resolutions.
- Configured and managed Office 365 environments to enhance user productivity.
- Troubleshot hardware, software, and network issues for on-site and remote clients.
- Performed on-site IT tasks, including device patching, configuration, and workspace setup.
- Built and maintained strong client relationships through proactive and professional service.

Grow With Me

March 2021 – May 2021

Customer Support

- Responded to customer queries across various platforms, ensuring quick and accurate resolutions.
- Maintained detailed and accurate records to streamline internal processes and operations.
- Assisted users in troubleshooting basic hardware and software issues effectively.
- Collaborated with colleagues to improve the efficiency and quality of service delivery.
- Monitored recurring issues and provided feedback to enhance internal procedures.
- Followed operational standards to deliver consistent and high-quality customer support.

EDUCATION

Level 3 Infrastructure Technician Apprenticeship

2021-2022

Primary Goal

- Maintaining accurate records of systems, assets, and processes.
- Setting up, configuring, and maintaining IT networks (e.g., routers, switches, firewalls).
- Supporting the implementation and maintenance of cloud-based technologies (e.g., Microsoft 365, Google Workspace).
- Supporting efficiency improvements through IT tools.
- Assisting with cloud backups and data recovery.

AWS Certified Cloud Practitioner

AWS re/Start Programme

2020

- Completed a 12-week full-time program on IT fundamentals and AWS Cloud technologies.
- Configured and supported core AWS services to enhance operational efficiency.
- Developed expertise in Linux OS, networking, security, and Python scripting.
- Explained complex IT concepts in accessible terms for non-technical users.

Level 3 Extended Diploma in Manufacturing Engineering **2014 – 2016**
Leicester College – Leicester, UK
▪ Graduated with triple distinction (A-level equivalent).
▪ Achieved a Level 2 Diploma in Engineering (GCSE equivalent).
▪ Served on the Cyber Bullying Mentor Committee.

8 GCSEs (A–C including Mathematics and English) **2008 – 2013**
Babington Academy – Leicester, UK

CERTIFICATIONS

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

VOLUNTEER EXPERIENCE

Event Organizer **2018 – 2019**
University of Nottingham – Nottingham, UK
▪ Organized speaker events, managing logistics and ensuring smooth execution.
▪ Collaborated with society members to plan and promote large-scale community activities.

Team Leader of Sporting Events **2011 – 2012**
Babington Academy – Leicester, UK
▪ Planned weekly physical activities, overseeing logistics and event coordination.
▪ Managed a team of 8–10 members to deliver successful fundraising events.