

Adam Javaid
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Personal Profile:

An experienced IT professional who is an approachable, hardworking and friendly individual, with a strong passion and an inquisitive attitude to IT. Ability to contribute to any team to solve relevant problems, using a logical and methodical approach to achieve a certain objective on time and with excellence. Now looking for a job opportunity, with a keen learning ability to further develop skills in an IT/Digital role.

Skills and Achievements:

- *****Reported website security risk to Cadent Gas, a national gas distributor – risk identified as ‘Medium’ through positive feedback response*****
- Knowledge and experience in computer security, Linux, Microsoft Windows OS 7/8/10, Microsoft Windows Server 2008/2012, VMware, Networking Infrastructure, VoIP, Active Directory, Office 365, MS Office, Excel and Adobe software
- Completed challenges in Cyber Security training on ‘TryHackMe’ website – See profile link: <https://tryhackme.com/p/adamjavaid>
- Knowledge of coding languages VBasic, C++, C#, Python, HTML, CSS, JavaScript
- Excellent analytical and problem-solving skills
- Good customer care skills, ability to work alone or as part of a team
- Full clean driving licence

Career History:

Jan 2024 – Current

**Part-time IT & Digital Consultant
Optim House Estate Agent**

- Providing IT technical support and solutions across two branches
- Developed a web application to streamline the tenancy agreement process
- Maintaining website and SEO marketing, as well as creating promotional content, such as leaflets and Estate agent sign boards using Canva

Feb 2023 – Oct 2023

**Part-time Web Developer (fixed-term)
Memtek UK Ltd**

- Developed 3 WordPress websites and web hosting for the IT reseller
- Tested websites and debugged them to make sure they are user friendly, secure and easy to navigate
- Delivered on SEO strategies, including analysing keyword metrics and campaign forecasting using Google keyword planner, as well as providing SEO reports

Oct 2022 - March 2023

**Temp. P/T IT & Marketing Executive
Extra Fittings Ltd**

- Managed and provided IT setup, technical support and solutions
- Redesigned Shopify e-commerce website, updated and maintained content
- Posted on social media platforms to build communities, email marketing and promoted products through video content, as well as using e-commerce platforms
- Through SEO marketing, increased internet traffic, as well as monitored and analysed the online presence and rate position of relevant competitors

July 2022 - Sept 2022

**Temp. Full-time Stockroom Assistant
Primark, Coventry**

- Received goods, organised stock as required and checked against stock inventory
- Repriced stock in stockroom, as well as repricing goods on sale on shopfloor

June 2021 - Dec 2021

**Temp. Full-time Data Admin/Analyst
Severn Trent Water (Kickstart)**

- Inputted and exported data in Excel, including agents' performance reports, monitored Genesys pure insights dashboard statistics
- Created daily pulse meeting PowerPoints giving graphical agent analysis, such as Intraday reports, Incident reports, AHT reports and two-way performance

Oct 2019 - Dec 2019

**Temp. Full-time IT Support Technician
Skill-Serve/Affinity Training Ltd**

- Setup computers for apprentices' and staff, including installing hardware/software and configuring them on Raspberry Pi
- Diagnosed and resolved IT problems such as printer issues, WiFi issues, computers running slowly, as well as using TeamViewer to remotely fix issues

July 2017 - June 2019

**Part-time IT & Digital Support
Optim House Estate Agent**

- Provided technical support, diagnosing and fixing hardware and software issues
- Delivered on web marketing strategies, including ranking site through Search Engine Optimization (SEO), redesigning website, hosting and website security

Feb 2015 - Feb 2016

**ICT Support & Training Apprentice
JBC Computer Training Ltd**

- Assisted lecturers with preparation and delivery of lessons, classroom setup, computer/networking hardware, operating systems, server and network administration including password resets and account creation
- Provided 1st line support by setting up, using Spiceworks ticket logging system and carried out system maintenance, system upgrades

Qualifications and Training:

Dec 2023 - Cisco Introduction to Cybersecurity

Dec 2023 - IBM SkillsBuild Cybersecurity Fundamentals

Dec 2023 - Career Essentials in Cybersecurity by Microsoft and LinkedIn

June 2020 - Sept 2020 – Generation UK with AWS and Prince's Trust

AWS re/Start Cloud Support Engineer Course Graduate

- Developed skills in cloud computing, including Linux, networking, security, databases and creating scripts for AWS using Python programming
- Learnt about using AWS core services, including AWS EC2, S3, Route 53, Lambda, EBS/EFS, VPC's, IAM and KMS

2015 - 2016 – JBC Computer Training Ltd

Level 3 Advanced Apprenticeship in IT, Software, Web & Telecoms Professionals

Level 3 Diploma in ICT Systems & Principles

Level 3 Diploma in ICT Professional Competence

MTA (Microsoft Certified): Windows Operating System Fundamentals

MTA (Microsoft Certified): Networking Fundamentals

Level 2 in English Functional Skills

Level 2 in ICT Functional Skills

2009 - 2014 – Stoke Park School

GCSE's including: Maths - C grade, English, Design & Technology and General Studies

Digital Applications Level 2 ICT, BTEC Level 2 Applied Science (QCF) double award

Interests:

Keen interest in emerging, mobile and gaming technology with particular interest and self-taught knowledge in computer security issues.

References: Excellent references available upon request.