

**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 both in a supporting and hands-on role.

**Skills:**

- 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
- Utilising social media skills effectively to advertise consumer products and services
- 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:**

**Feb 2023 – Current**

**Part-time Web Developer  
Memtek UK Ltd**

- Developing 3 WordPress websites and web hosting for the IT reseller
- Testing websites and debugging them to make sure they are user friendly, secure and easy to navigate
- Delivering 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 and prepared the repriced stock for sale 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
- Used Workforce Management (iEX) software to schedule agents shifts

**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
- Setup VoIP user accounts and configured VoIP software on laptops

**July 2017- June 2019**

**Part-time IT & Marketing Assistant  
Optim House Estate Agent**

- Provided technical support and solutions across two branch sites, which included setting up desktops and printers, installing and configuring hardware and software, network and website administration, recovering data and backing up files, as well as troubleshooting and resolving any IT issues on site and remotely
- Delivered on web marketing strategies, including ranking site through Search Engine Optimization (SEO), redesigning website, hosting, website security, making the site user/mobile friendly

**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, server administration, operating systems and general IT support
- Day to day general and network administration including password resets and account creation
- System maintenance, system rollouts and upgrades, included setting up ticket logging system for training use (as part of project work)

**Qualifications and Training:**

**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.