Raheem Shah

West Sussex • 07722480898

https://raheemshah.com/
Raheemshah2809@gmail.com
https://www.linkedin.com/in/raheemshah2809/

Summary

Highly skilled IT Engineer with specialised expertise in desktop support, Azure Active Directory, and healthcare IT solutions. Distinguished for significantly enhancing CT & MRI scanner operational efficiency across Southeast UK and London, resulting in a 20% reduction in service calls. Adept at designing and implementing robust security measures and managing comprehensive user access controls. Demonstrated proficiency in software testing with a strong command of Jira and Trello for efficient issue tracking. Committed to driving customer satisfaction and hardware reliability as a dedicated Technical Desk Support specialist. A continuous learner, eager to integrate the latest IT advancements to foster productivity and technical innovation in varied IT capacities.

Education

Architectural Thinking for Security | IBM   December 2022

Through engaging in an intensive case study focused on a regulated application in a hybrid cloud setting, this badge denotes mastery in identifying security risks and formulating protective measures within systems. Excelling in collaborative environments, I contributed significantly to the development of a comprehensive security architecture, culminating in a presentation to instructors in the roles of 'CISO' and 'CIO'. This achievement underscores my adeptness in security architecture and teamwork.

University of Surrey | Guildford

MSc Information Security   September 2022 – April 2024

Engaging deeply in the study of information security and cybersecurity, with a focus on contributing significantly to the field through advanced research and practical application.

University of Brighton | Brighton

BSc (Hons) Software Engineering   September 2019 – July 2022

Graduated with Upper Second-Class Honours, demonstrating strong academic prowess and commitment to software engineering principles.

Technical Skills

- Programming Languages: Java, JavaScript, Python, React and SQL
- Web Development: HTML
- Systems: Active Directory, macOS, Windows OS
- Tools: Microsoft Office, Salesforce, Jira, Trello, Git and GitHub, Fortinet, Veeam, Vsphere
- Remote Support: Expert in delivering technical assistance and resolving issues remotely, ensuring minimal disruption to users' operations.
- End User Training: Proficient in developing and delivering educational programs and materials for end-users, enhancing their understanding and efficient use of technology.
- Ticket Support: Skilled in managing support tickets through their lifecycle, from receipt to resolution, ensuring high levels of customer satisfaction.
- Problem-Solving: Exceptional ability to diagnose and resolve complex technical issues, applying analytical skills to find effective solutions.
- Critical Thinking: Adept at critically assessing situations, technologies, and information to make informed decisions and implement solutions.
- Leadership: Proven leadership skills, with experience leading teams, projects, and training sessions to successful outcomes.
- Automation & Scripting: Proficient in using scripting languages like Python to automate repetitive tasks, improving efficiency and accuracy.
- Data Analysis & Management: Capable of analysing large datasets to extract actionable insights and manage databases effectively.
- Cybersecurity Practices: Knowledgeable in implementing and managing cybersecurity measures to protect data and systems against threats.
- Compliance & Standards Enforcement: Experienced in ensuring IT practices adhere to relevant standards and regulations, including ISO.
- AI & Machine Learning Applications: Skilled in applying AI and machine learning technologies to solve practical problems and improve operational efficiency.
- Project Management: Strong project management skills, capable of planning, executing, and closing projects that meet objectives and deadlines.
- Technical Communication: Excellent communication skills, capable of explaining complex technical concepts in an easily understandable manner for diverse audiences.
- Software Testing & Quality Assurance: Experienced in conducting thorough software testing, ensuring applications and systems function as expected.
- Strategic Planning & Innovation: Ability to strategize and innovate, using technology to drive improvements and solve business challenges.
- Vendor Management: Skilled in negotiating with and managing vendor relationships, ensuring cost-effectiveness and reliability of products and services.

Medical Imaging Partnership | Crawley
Senior Systems Engineer | Full Time   May 2023 – Present

- Pioneered preventative maintenance strategies for CT & MRI scanners, resulting in a 20% reduction in service calls and markedly improving diagnostic efficiency. This initiative not only minimised equipment downtime but also ensured uninterrupted patient care.
- Designed and deployed an innovative IT hub, revolutionising the way service status updates, issue reporting, and direct IT communications were handled. This digital transformation initiative significantly enhanced operational transparency and expedited resolution times.
- Developed an extensive online directory and inventory system, leveraging advanced database management techniques to dramatically reduce search times and optimise asset management. This strategic development contributed to a remarkable 15% increase in departmental productivity.
- Established and nurtured strategic partnerships with NHS engineers and vendors, streamlining procurement processes and securing equipment reliability. These collaborations have been instrumental in maintaining continuous operation and reducing potential delays in patient care.
- Innovatively applied Python scripting to automate routine tasks, successfully reducing workload by 3 hours daily. This automation included the generation of maintenance reports and the scheduling of preventive maintenance tasks, thereby enhancing operational efficiency and team productivity.
- Utilised AI APIs to engineer intelligent bots capable of processing incoming emails, scanning and analysing data for actionable insights. This forward-thinking application of AI technology significantly improved data management and decision-making processes.
- Developed and implemented advanced patient-booking bots, integrating seamlessly with our existing systems. These bots efficiently managed patient appointments, achieving an unprecedented capacity of 100 patient bookings per workday—a fivefold increase from manual processing. This leap in efficiency dramatically improved our service delivery, ensuring that more patients received timely medical imaging services.
- Led the design and delivery of compelling presentations on internally developed software products, effectively communicating complex information to both technical and non-technical stakeholders. This initiative improved product understanding and fostered an environment of continuous learning and innovation.
- Directed comprehensive IT training programmes, enhancing the team's skills and ensuring adherence to the latest IT trends and best practices. My focus on developing a knowledgeable and proficient team has been instrumental in maintaining our leading edge in healthcare technology.
- Championed the enforcement of rigorous compliance standards, including ISO certifications, across all IT operations. This proactive approach ensured our processes not only met but exceeded industry regulations, safeguarding patient data and reinforcing our commitment to operational excellence and patient safety.

Desk Support | Personal Work

Technical Desk Support   August 2018 – Present

- Provided exceptional technical support to end-users, diagnosing and resolving hardware issues with desktops, laptops, printers, and other peripherals.
- Managed hardware inventory, ensuring that all equipment was available and functioning correctly, and assisted in procuring new hardware.
- Maintained accurate documentation of technical issues, resolutions, and service requests.
- Followed established procedures for troubleshooting, repairing, and replacing hardware components, minimising downtime and maximising system availability.
- Communicated effectively with end-users to provide technical assistance, training, and support, building positive relationships.
- Stayed up-to-date with the latest hardware technologies, and continuously learned to ensure optimal performance and service delivery.
- Adhered to IT support policies and procedures, ensuring compliance with industry best practices and standards.
- Providing top-quality 1st line support
- Taking ownership of incidents, requests and problems
- Ensure all modes of customer contacts are responded to – Telephone calls and Emails, Self-Log
- Providing a first-class level of service by meeting or exceeding contractual SLAs, KPIs and Customer Satisfaction
- Ensure the highest level of troubleshooting is applied to every customer contact made through the use of agreed scripts and processes
- Recording and maintaining the knowledge and known error database Managing incidents, requests and problems