

Arad Shakouri

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Personal Profile

Tech enthusiast with strong ICT foundation looking to build a career as an IT professional. Skilled in problem-solving and self-driven learning. Successful in troubleshooting network, optimising systems, and resolving IT challenges.

My previous role as a sales assistant sharpened my communication skills, which I see as invaluable for a 1st Line Support role in IT. I excelled in active listening, empathising with customer needs, and providing tailored solutions.

To further my passion in IT, I have enrolled in a 12-week bootcamp by Just IT Training Ltd, London. This bootcamp is helping me gain a strong foundation in IT and industry recognised certifications.

Currently actively pursuing a 1st Line Support role to further develop my existing skills and experience, advancing my career in IT.

Education and IT Training

08/23 - 1/24

Just IT Training Ltd, London
Network Professional Programme

I engaged in an IT Technician skills bootcamp where I covered the content of CompTIA A+, MS-102, and MD-102 exams. Through this intensive program, I mastered essential troubleshooting techniques for networks, system optimization, and diverse IT problem-solving. This training provided me with a comprehensive understanding of hardware and software support, network configuration, and efficient system management, enabling me to handle a wide range of technical issues effectively. I also developed strong skills in diagnosing and resolving IT problems, ensuring optimal performance and reliability of computer systems and networks.

- CompTIA A+ Core 1
- CompTIA A+ IT Core 2
- MCTS Windows Client
- Office 365

09/19 - 07/21

CTECS:

Harris Academy Beckenham Sixth Form, London BR3
Business (Distinction), ICT (Double Distinction)

09/15 - 06/19

GCSE:

Harris Academy Beckenham, London BR3
8 GCSE's grade 9-4 including Maths and English

Employment History

09/21 - Present

**Sales Assistant
Iceland Foods, London**

- Showcased strong time management and organizational skills by consistently ensuring timely restocking of shelves, contributing to a well-managed and customer-friendly store environment.
- Demonstrated robust customer service skills by providing personalized assistance, sharing product knowledge, and actively engaging with customers to ensure a positive shopping experience and enhance overall satisfaction.
- Created detailed product descriptions for promotional materials and engaging with customers in a friendly and articulate manner using effective written and verbal communication to enhance their experience.
- Collaborated seamlessly within a team environment, efficiently fulfilling customer orders and contributing to a positive team dynamic through effective communication and shared responsibilities.
- Responded adeptly to unexpected situations, such as sudden changes in stock availability or fluctuations in customer demand, ensuring continued operational efficiency and customer satisfaction.
- Identified and resolved challenges related to stock availability, utilizing effective problem-solving techniques to ensure accurate and timely order fulfilment.

Interests and Achievements

Computing: In my IT endeavours, I immerse myself in hands-on experiences of assembling and upgrading my own PC, carefully selecting and installing components such as high-performance graphics cards, RAM, and advanced cooling systems for optimal functionality. Configured and set up home networks, ensuring seamless connectivity. Actively engaged in troubleshooting for friends and family by combating their malware infections, resolving software compatibility issues and optimizing system performance. I conducted system restores, backed up systems, and installed various operating systems, including Windows 7, Windows 10, and Windows 11.

Hobbies: Beyond the realm of IT, I find great joy in playing basketball and maintaining my physical fitness by regularly visiting the gym. These activities not only contribute to my well-being but also serve as avenues for social interaction, providing opportunities to connect with friends.

References available upon request