

Isra Salih

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SUMMARY

Seasoned professional with 6 years of diverse experience in IT, production support, and healthcare sectors, seeking a Cloud Engineer role. Completed intensive AWS Re/Start program, developing expertise in AWS services like EC2, S3, VPC, and scripting in Linux, Python, and Shell. Proven analytical skills in production issue resolution and strong communication abilities to convey technical concepts effectively.

WORK EXPERIENCE

AWS Re/Start, Netcom Training

Sep 2023 - Dec 2023

- Acquired expertise in IT fundamentals and AWS Cloud technologies, mastering key services such as EC2, S3, IAM, and VPC.
- Developed proficiency in scripting with Python and Shell, enhancing Linux OS operational capabilities.
- Honed verbal and written communication skills, effectively translating complex technical concepts for non-technical audiences.

Albany Beck, Production Support Analyst

Apr 2022 - Nov 2022

- Acquired proficiency in multiple programming languages, including Java, Python, and SQL, through an intensive training program with a focus on practical application and problem-solving.
- Provided second-tier support for live trading applications at a major financial institution, ensuring timely resolution of critical business issues and maintaining system integrity for trading operations.
- Performed thorough root cause analysis for production issues, enhanced documentation practices, and established preventive protocols to reduce the incidence of future disruptions.

NHS Test &Trace, Call Handler

Jan 2021 - Jan 2022

- Conducted outreach to individuals impacted by COVID-19, delivering clear instructions and guidance to support public health efforts.
- Surpassed daily productivity benchmarks through effective management of a high call volume environment.
- Recognized for exceptional performance in meeting and exceeding operational targets.

Ministry of Justice, Administrative Clerk

Nov 2018 - Dec 2020

- Managed court case scheduling and allocation, leading to a significant reduction in hearing delays.
- Provided exemplary customer service, addressing inquiries with a high satisfaction rate from court users.
- Ensured meticulous record-keeping and data protection compliance, achieving perfect accuracy in documenting court decisions.

Pfizer, Production Technician

Jan 2018 - Jul 2018

- Compounded therapeutic medications, including CIVAS and chemotherapy, adhering to aseptic techniques to ensure safety and compliance.
- Operated and maintained production equipment, following current good manufacturing practices and standard operating procedures to uphold product standards.
- Monitored production processes, performing quality control checks and troubleshooting equipment issues to maintain product safety and efficacy.

ITH Pharma, Aseptic Technical Assistant**Jun 2016 - Nov 2017**

- Produced medicinal products for parenteral nutrition, chemotherapy, and centralized intravenous additive services (CIVAS), adhering to strict pharmaceutical standards and protocols.
- Executed aseptic compounding processes, including disinfection, assembly, and precise documentation of raw materials and ingredients.
- Ensured a sterile workplace by adhering to good manufacturing practices (GMP), including monitoring ingredient expiration dates and proper disposal of non-compliant products.

EDUCATION

Medical Biotechnology with Human Biology (BSc)- 2.1**Sep 2011-May 2015****CERTIFICATIONS**

AWS re/Start, Amazon**2023**

AWS Cloud Practitioner Certification

2023

Creating a Cyber Security Program Team Sprint

2023