Allen Hirmiz

Contact details

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CAREER OBJECTIVE

Seeking a full time position making the most of Service Desk and CRM skills and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organisation as an active member.
Additionally to utilise my management, database, Customer Service and code debugging for the growth of organisation and myself.
furthermore the ability to speak three languages fluently, that include English, Arabic and Assyrian .

Skill

- Good knowledge in Microsoft Office
- Good Knowledge of Windows Server user & Group managments
- Excellent knowledge operating and troubleshooting operating systems, including Windows XP, 7 ,8, 10, 11 and Mac
- Good Team leader skills
- Efficient personal task and time management
- Excellent written skills and experience maintaining technical documentation
- Excellent reporting skills
- Excellent verbal and interpersonal communication skills
- Excellent problem-solving skills
- Proficient understanding of how software, operating systems and hardware operate
- The ability to work autonomously and as part of a team in a fast moving environment
- A passion for technology and enthusiasm to learn new skills
- Proficiency in data-entry tasks (accuracy and discipline)
- Excellent Knowledge in Google Workspace (G Suite) and Google Services
- Excellent Knowledge in MS SQL

- Experience using task and project management tools (Atlassian Jira, Confluence, Trello)
- Experience managing a team
- Broad technical knowledge and experience
- Solving hardware problems
- Solving software problems
- Good understanding of SEO principles

EMPLOYMENT HISTORY

From August 2016 - Present   **Sydney-Australia**
Position: Technical Support
Company: Combined Franchise Services

- Manage the consistent use of agreed tools and methods to address and resolve user identified problems in line with service level agreements.
- Define and monitor compliance with processes for the set-up and installation of hardware, software, applications, peripherals and other ICT-based systems to agreed service levels.
- Escalate performance issues with internal and/or external providers to minimise adverse impact of systems availability on business continuity.
- Manage the currency and validity of ICT reference materials to ensure team members are able to access and apply up-to-date solutions for known issues.
- Report against performance metrics to highlight areas where applications development, vendor relationship management or strategic infrastructure modifications are required for enhancing business performance and efficiency.
- Answer incoming phone calls and provide support to callers experiencing computer problems of all kinds.
- Manage support requests via emails and Jira Service Desk.
- Adhere to (and contribute to improve) customer service processes and procedures.
- Experience with SQL language syntax and running basic to advanced Microsoft SQL Server tasks
- Respond to incoming requests and provide support to users of our platform and services.
- Manage support requests via email, phone and ticketing system.
- Obtain and use information from customers to diagnose tech issues and walk customers through the steps needed to fix various problems.
- If an issue cannot be handled over the phone, schedule tasks and coordinate with the engineering team for maintenance or repair.
- Follow up escalated tasks to keep customers informed of status updates.
- Draw on and update technical support reference documentation, based on experiences with customers.
- Log incoming requests

2 Weeks 2016   **Sydney-Australia**
Position: Assistant electrician
- Assist in installing electrical systems
- Install lighting, electrical outlets, and circuit breakers.
- Perform manual tasks associated with installation

January 2008 – April 2012   **Baghdad, Iraq**
Position: Volunteer work in Church
- Holiday's organization
- Straighten chairs in auditorium
- Keeping the church clean and tidy

January 2010 – may 2010   **Baghdad-Iraq**
Position: Store Assistant
- Stocking shelves with merchandise.
- Answering queries from customers.
- Keeping the store tidy and clean.
- Attaching price tags to merchandise on the shop floor.

EDUCATION & TRAINING

February 2015 – November 2015
Programming Certificate 4
Granville TAFE, Sydney, NSW

July 2014 - November 2014
Information, Media and Technology Certificate 3
Liverpool TAFE, Sydney, Australia

May 2014
White Card
Sydney, Australia

Jun 2014
Certificate 3 in spoken and Written English
Sydney, Australia

April 2014

Certificate 2 in spoken and Written English.
Sydney, Australia

April 2014
Certificate 1 in spoken and Written English.
Sydney, Australia

October 2010
High school.
Baghdad, Iraq

Referees

References available upon request.