

Profile Summary

A highly motivated trouble-shooter with a broad range of IT skills who is reliable and committed to benefiting the business functions and ensuring work is performed with quality and efficiency. I thrive in teamwork situations and possess the ability to learn quickly and to cope with change as it arises. I have an analytical way of problem solving and am very much a result-orientated person. I am skilled in the user experience using my skills to deliver a product that is both working and aesthetically pleasing.

Github:

Technical tools: <https://github.com/MAziz-0>

- **HTML5**
- **CSS**
- **Javascript**
- **Angular**
- **React**
- **Bootstrap**
- **NodeJs**
- **VueJs, Python,**
- **Django,**
- **Visual Studio,**
- **Gitpod, Sublime text, Atom , Replit, Py.game**
- **SQL,**
- **MySQL**
- **Application Troubleshooting**

Career History:**Clyde & Co LLP – Global Service Specialist (Contract)**

(October 2020 – Present)

- Answering and logging up to 30 to 40 calls a day and resolving unassigned tickets
- Assisted with a Global rollout of Windows 10 laptops and iPhone upgrades.
- Experienced working in a Assyst environment
- Heavily focused on 1st/2nd Line support with troubleshooting, establishing P2/P1/MI and escalating and creating incident reports
- Experienced Legal apps such as Axxia, Mattersphere, ProLaw and used Workshare suite.
- Focused heavily on remote support due to Covid-19

Teacher Stern LLP – IT Analyst Cloud Migration (Contract)

(February 2020 – March 2020)

- Assisted with upgrading Citrix Workspace on 140 machines.
- Primarily did work with migrating 140 local machines from a Sprout Cloud server to the new Azure based Pulsant server. (Weekend migration)
- Guided users with setting up Multifactor authentication on work mobiles/BYOD (Duo Mobile) – Created knowledge articles to assist Analysts and End users.
- General Desk side support/Floorwalking
- Reported feedback to Senior Management

- Windows 10/ Mac OS X support

Charles Russell Speechlys – 2nd line IT Analyst (Contract)

(August 2019 – January 2020)

- Answering and logging up to 30 to 40 calls a day and resolving unassigned tickets
- Experienced working in a Cherwell environment
- Heavily focused on 2nd Line support with troubleshooting, establishing P2/P1/MI and escalating and creating incident reports
- 3E/Windows10/Citrix Sharefile roll out
- Managed queue during staff shortfall and assigned tickets to other Analysts to maintain queue.
- Created knowledge articles to help other analyst with fixes for known issues.
- Assisted with training 1st line analysts whilst contract was ending to allow for a smooth transition.
- Initial contract was 6 weeks – contract was extended four times thereafter.
- Motivated to resolve all tickets within ten minutes of logging to ensure best service.
- Supported 1100 users from London and EMEA area.
- Supported all devices such as BYOD/ HP Laptops/ IOS devices
- Worked closely with 3rd line team and had exceptional relations with all members of staff.

Herbert Smith Freehills UK LLP – Service Desk Analyst

(April 2019 – August 2019)

Duties and Responsibilities include:

- Application Support: Microsoft Office Applications, File Site, CompareDocs, Support Workshare, Bighand, VRD, Cisco Anyconnect, Citrix, Airwatch, Skype for Business, PGP Encryption, Secureworks, Accellion, Visio, Power Bi
- Resolving 50 - 70 tickets a day including calls and assigned tickets.
- S2S team – Business hours and out of hours support for 5000+ active users globally.
- Remote assistance and Remote control viewer used to remotely access users machine to troubleshoot and resolve application issues or run event reports on machine.
- Service now – Service queue coordinating which involved resolving emailed tickets and tickets logged through the Global intranet and assigning to analysts and 2nd/3rd line teams.
- Liaising with 2nd/3rd line teams to investigate and resolve complex incidents.
- MI's/P2 Management or escalating to our Service management team to raised an incident.
- Trained to monitor alerts for server infrastructure and escalating to the relevant teams in Australia.
- Nextthink software.
- Application deployment through Active Directory/SCCM/Local set up
- iManage matter management – Refiling/ Information barrier matters/Administration
- Hardware support for Blackberry, Laptop, Desktop, Samsung, iPhone, Surface Pro/Laptop and BYOD
- Training new employees/contractors/apprentices and assisting the team with incidents that they are unable to resolve
- Projects involved in: Office 2016 roll out, Aderant Expert 8.2 roll out
- Voluntarily did the meeting minutes for weekly team meeting.
- Understanding of TCP/IP DNS and support LAN/WAN connections.

Katten Muchin Rosenman UK LLP - IT Apprentice

(July 2018 – March 2019)

Duties and Responsibilities include:

- Ensuring incident tickets are being dealt with, to agreed SLA's and have been logged correctly and are up to date
- Being one of the first point contacts for IT incidents with users/clients via email, phone calls, where issues can range from PC issues right up to server level, as well as mobile phone support.
- Deputising for senior IT analyst and manager upon absence

- Managing rollout of Windows 7 to Windows 10 OS's to 70+ users using USB imaging and SCCM deployment.
- Carrying out pre-build analysis of existing software, to ensure it would be compatible with new OS
- Backing up of any stored data
- Ensuring the machine is added to the domain and relevant Group Policies have been applied
- Restoration of the user's personal data
- With the Windows 10 builds, we also rolled out bit locker encryption using Secure Docs (Win Magic)
- Grasping knowledge on the network infrastructure system in the London office
- Network patching/Switch racking/ WAP installation
- Supporting hardware and software installations/configuration in accordance with corporate policies
- Maintaining up-to-date systems documentation
- Establishing effective working relationships with IT teams throughout the firm and user base
- Basic Powershell/CMD usage.
- Proactive problem identification and resolution
- Providing guidance and advice to users on the use of hardware and applications
- Logging all calls and emails using Service Now
- Asset tracking / Auditing all equipment using Service Now
- Troubleshooting all IT needs within the office
- Liaising with the US IT team regarding issues and escalation.
- Testing new applications and rolling out via AD Group Policy / SCCM
- Training users and new starters who join the firm
- Ensuring all new starters have been set up prior to start date
- Heavily support the firm's document management system (iManage)
- Creating workspaces and Datarooms.
- Support legal software within the firm (Carpe Diem, Interaction etc.)
- Heavily setting up AV/VC for internal & External meetings using TMS / Cisco
- Securing large client data ensuring permissions are correct
- Setting up Digital Dictation Devices for Secretaries/Attorneys
- Working with different departments within the firm to learn about different software within the firm to ensure support can be given to its highest standard
- Working alongside external clients ensuring they have access to firm's document with relevant permissions
- Setting up and Deploying Apple iPhone 8, iPhone X, Blackberry & Samsung with firm device profile and emails to users
- iPhone Support 6s/7/8/XS – Airwatch/Intelligent Hub/RSA management
- Helping other departments during labour shortfalls
- Set up 40+ workstations.
- Asset removal project – 60+ machines, 40 Smart phones and accessories. Wiped and disposed of.
- Managing IT related facilities works with third party Electrical/ AV providers – Meeting with contractors and executing projects during out of hours.

Linkworths Solicitors (Trading under MAK Solicitors & Notary Public LLP)

(May 2015- July 2018)

Paralegal/IT Support:

- Practiced Immigration, Family, Litigation law
- Desktop/Email/Byod/MFP support

Education

Code Institute – Full Stack Software Development Diploma

University of Westminster (2016 – 2018) - Level 3 Professional Diploma in Law and Practice

Newvic Sixthform College (2013 – 2015) - A Level: Law, Psychology, Business, English Language & Literature Langdon Park
Secondary School (2007 – 2012) - GCSE including Maths and English

References - Available upon request.