

# Iftikhar Khan

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## Personal Profile

A self-driven individual who has taught himself the majority of the skills needed in the IT industry. The experience comes from an extensive range of work experience and a high level demanding degree. Eager to learn new skills, determined to achieve targets and take on new challenges. Currently seeking a rewarding opportunity to contribute and to grow within the IT industry.

## Work Experience

### **Aug 2015 – Present      Gold Line Taxis – Technical Engineer**

- Designed and implemented new networking infrastructure for a cloud based system
- Train users in the proper use of both hardware and software with documentation and demonstrations
- Adding users to the network allocating and updating security permissions on user profiles
- Collect, analyse and report data to senior management
- Performing maintenance checks and repairing driver equipment
- Liaising with third party vendors escalating system concerns

### **Oct 2013 – Aug 2015      MCD Security – IT Engineer/Support**

- Install hardware and software following the client needs and specification
- Configure and follow test procedures to ensure system is operational
- Troubleshooting any issues that might have occurred during installation

### **Jun 2013 – Apr 2014      Freelance Web Developer/Administrator**

- Designing and developing dynamic websites following client specification
- Using web application (Asana) to project manage and track multiple project and developments
- Utilising white box testing to ensure web application has met the client requirements

### **Jun 2011 – Jun 2012      Viglen LTD – IT Implementation Engineer**

- Installing and setting up new equipment, upgrading existing systems as well as configuring networking infrastructure.
- Collect data in order to evaluate and optimize network or system performance
- Interpret and solve problems when a submitted by a user or via system alert

### **Aug 2007 – Sep 2013      Morrison Supermarket PLC – Department Supervisor**

- Analyse problem areas within the department and take action
- Working well under pressure due to high volumes of supply and demand whilst maintaining a high level of customer service
- Supervising a team of 8, Delegating tasks between them and ensuring targets are met

## **Voluntary Work Experience**

**Assistant Fund Raiser** – Raising funds for cancer research and various other charities.

**Student Mentor at the University of Hertfordshire** – Responsible for looking after the first year students during workshop session and helping with demonstrations.

**Student Voice** – Attending important meeting with senior staff from the University of Hertfordshire to discuss and voice the concerns of the students.

## **Education and Qualification**

**Sep 2009 – Jun 2013     University of Hertfordshire**  
BSc (Hons) (SW) Information Technology (Web-Based Systems)

### **Apr 2014 – CompTIA**

Developing and enhancing my computer support knowledge as well as learning new skill such as preventative maintenance, troubleshooting and networking and security

### **Jun 2017 – Service Design**

Understanding the fundamentals of service design and identifying the unique processes such as planning, organising, communication, and infrastructure in order to improve quality and interaction between the service provider and the customers.

## **Awards and Achievements**

- Science and Engineering Scholarship
- First Aider
- Health and Safety Trained Level 3
- Food Safety Trained Level 3
- Duke of Edinburgh – Bronze & Silver

## **Extra Skills and Qualities**

**Languages** – Good conversational Urdu and Punjabi.

**Driving** – Full clean UK driving licence.

## **Hobbies and Interests**

**Technology** – Experimenting, researching and modifying hardware and software due to its rapid evolution. This includes rebuilding laptops and desktops as well as repairing smartphones and smart devices.

**Sports** – Exercising and taking part in sporting activities such as rugby, football and boxing.

**Mechanics** – Repairing, replacing and customising vehicles.

**DIY** – Having the creativity and skill to start a project, plus the patience and determination to see a project through to the end.

## **References**

Available on request