**Waseem Mansoor**

146 Watling Street Road, Preston, Lancashire, PR2 8AH

[wmansoor94@gmail.com](mailto:wmansoor94@gmail.com) Number: 07562830033

**Summary**

Determined and communicative. Experienced in customer service and being able to solve issues under pressure. Currently working as a IT Engineer at GB3 which allowing me to work towards Comptia A qualifications. Which has enabled me to find my new passion in working with Hardware and Software. I wish to pursue this line of work as part of my future career. I thrive on engaging with individuals to accomplish a common goal. Additionally, I enjoy bringing satisfaction to customers when resolving issues and being able to learn and expand my knowledge.

**Personal Skills**

* Computer: Microsoft Office, Active Directory, SQL, Windows/MAC, Remote Access, VPN, Network Configuration, Ticketing system, networking, routers.
* Proven to be able to learn processes quickly.
* Impeccable organisational skills and time-management skills.
* Inclusive, team building capabilities while creating and maintaining positive relationships with clients and colleagues.
* Communication skills: Excellent written, verbal communication and interpersonal skills.
* Languages: Fluent in Urdu and Gujrati.

**Education**

**June 2015 – June 2016 – Caterpillar Inc. (Perkins), U.K. – One year placement**

**June 2017** – **University of Central Lancashire, U.K. – BSc, Information Management**

Advanced Database Systems, Computer Society Law, E-business, System Concepts, Computer Science.

**May 2013 - Cardinal Newman College, U.K. – IT Extended Diploma**

Database Development, Programming, e-Commerce, Information Systems, Computer Systems, Project Management.

**Work Experience**

**Oct 2019–Present IT Engineer, GB3**

* Connecting with clients through email and calls.
* Logging helpdesk issues and escalating when necessary.
* Facilitating Meetings to discuss call improvements and performance.
* Experience in Office 365 and SharePoint.
* Configure devices to clients requirements.
* Configuring systems and updating software.
* Remote access troubleshooting.
* Active directory.
* Regular client visits.

**Apr 2019–July 2019 1ST/2ND Line Application Support, Voiteq**

* Managing warehouse equipment.
* Regularly deal with internal I.T issues.
* Resolving high priority tickets on tight deadlines, working on SLA’s.
* Experience in SQL and SQL Management Server.

**Sept 2017–Dec 2018 1ST/2ND Line Application Support, EMIS Health**

* Managing live Emergency Care databases.
* Resolving high priority tickets on tight deadlines.
* Using SQL to solve complex queries.
* Experience in SQL and SQL Management Server.
* Monitor Live NHS system.

**Hobbies and Interests**

* Travelling
* Football
* Basketball
* Technology
* Volunteering for charities
* Problem solving
* Cryptocurrency