

PROFILE

A goal oriented individual; determined and organised to achieve business solutions. Gained various skills throughout my career so far; investigating and troubleshooting application issues, working towards deadlines and prioritising workloads, alongside incident and problem management.

KEY SKILLS

- **Technical Skills:**
 - Desktop Support
 - Microsoft Office/ Office 365
 - Active Directory
 - Basic knowledge in programming languages such as: C#, HTML5, JavaScript and Sever Query Language (SQL)
 - Project Management Skills such as: Agile, SCRUM
- **Analytical Thinking:** Using initiative and breaking down complicated problems into single and convenient components.
- **Time Management:** Able to complete tasks individually or working well within a team to achieve results to a high quality.
- **Incident and Problem Management:** Able to identify trends and possible workarounds, whilst investigating the root problem.

EDUCATION

2014-2018: De Montfort University, Leicester

BSc (Hons) Information and Communication Technology: 78%

Modules:

Front End Web Development (84%), Project Management (87%), Computing Ethics (77%), Privacy and Data Protection (68%), Computing Project (74) and Information Systems Strategy and Service (79%).

2012-2014: Wyggeston & Queen Elizabeth I College, Leicester

A Levels:

ICT (B), Chemistry (D), Mathematics (D)

2007-2012: Moat Community College, Leicester

GCSEs:

10 including English, Mathematics and Science (A*-C), VRQ: Preparation For Work (B), BTEC: Sports Studies (Distinction*)

CERTIFICATIONS:

- Dec 2015 ITIL® Foundation certificate in IT Service Management
- Dec 2017 PRINCE2® Foundation certificate in Project Management

WORK EXPERIENCE

17/06/2020- Present: Selfridges & CO.

Senior Service Desk Analyst

- **Proactive/ Prioritisation:** Able to prioritise multiple workloads and being completed a high standard of quality.
- Introduced new templates for our Customer Services team to enable them to capture the relevant information and introduce a standardised way of working.
- **Initiative/ Adaptability:** Organised bi-weekly calls with our Customer Services Teams to work through the tickets logged. Able to prioritise any tasks and manage expectations. Working with our internal and external teams on a daily basis also meant different tasks had to be completed.
- **Tenacious:** Implemented auto-rules within our logging systems to assign tickets to the relevant team, allowing tickets to be dealt with in a timely manner. This also improved the dataflow between our system and Customer Service's system.
- **Analytical:** Produce weekly reports for the Team to identify and outline any trends, which are then managed actively for further actions.

05/09/2018- 17/06/2020: Selfridges & CO.

Application Support Analyst

- **Initiative:** Suggesting ideas such as training material and schedules for the team, and planning out monthly rotas for the team to include the different shift patterns.
- **Customer Service:** Entailed speaking to different users over the phone and or in person. I was able to adapt to each user individually, taking into account their level of IT expertise and providing a good service.
- **Time Management:** By managing multiple tasks on a daily basis, I learnt how to prioritise my tasks, based on urgency and impact. This taught me to time manage my tasks, so they could be completed to the best of my ability in a timely manner.
- **Interpersonal Skills:** Developed my communication, listening and confidence levels. By interacting with users on a daily basis, I was able to deliver my point across and reassure users.

04/07/2016- 11/08/2017: Triumph Motorcycles Limited

Service Desk Analyst

- **Teamwork:** Being a team player as well as working independently. By working within a team, I was able to ask for advice when needed. In turn, I was able to provide advice and offer the team help when needed.
- **Organisation:** Able to keep multiple workloads updated to a timely manner.
- **Customer Service:** Interacting with users on a daily basis, my main quality is to provide good customer service to the users. This meant providing an update when required. I also learnt to reassure the users that and build a rapport when the users.
- **Initiative:** Investigating different jobs on a daily basis, I had to use my initiative when interacting with users. I am also happy to provide contributions to the team when needed.

11/2015- 05/2016: De Montfort Square Mile Project, Coding For School:

Volunteering to teach Scratch at various Primary Schools across Leicester.

- **Leadership:** Able to take charge of lessons for the children and inform them what they had to carry out. Ready to face any rising challenges.
- **Communication:** Able to communicate with the children informing them of what to do. I was also able to communicate with the teachers so they knew what was taking place.
- **Research skills:** Researching and preparing lessons beforehand. This was done by me looking at Scratch and researching how the program works and what it entails.
- **Problem Solving:** Helping the students an issue arose with their program. I had to quickly figure out a solution before the child lost interest.

ADDITIONAL SKILLS:

- Can speak write and read Gujarati at a preliminary level
- Hold a full clean UK driving license

INTERESTS

- **Sports:** I began playing Badminton in school, and now currently play in my spare time, which has had a positive impact, physically and mentally.
- **Research** – Researching technology in this modern era.

REFERENCES

References available on request