

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:
 - Project Management:
 - Agile
 - SCRUM
 - Desktop Support
 - Systems:
 - Putty
 - Nexus Terminal
 - Netop
 - Red Prairie
 - PowerShell
 - FileZilla
 - Equitrac
 - Cognos
 - Retek
 - Sales Audit
 - Mitel SX200; Mitel 3300 (VOIP)
 - Citrix Estate
 - Active Directory (User Management, including LAPS and AppLocker)
 - Microsoft Office / Office 365
 - Checkpoint (Adding or Updating rules; adding users for VPN access and troubleshooting when we have connectivity issues)
 - SCCM (Deploying software to Users; building devices and maintaining SCCM Data)
 - ServiceNow
 - 02 MasS360
 - Call Handling
 - Cloudflare (Cache Clear)
 - Actito
 - WebSphere
 - OROMS; OROB; IDCS
 - Programming Knowledge:
 - C#
 - HTML5
 - SQL
- Incident and Problem Management: Able to identify trends and possible workarounds, whilst investigating the root problem.

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

As part of the Senior Service Desk, we are a point of escalation for the Service Desk supporting where there is a lack of knowledge on the Service Desk. This includes supporting the Service Desk with incidents and helping to prioritise incidents to meet SLA's. I also created Knowledge Articles for Colleagues to share knowledge across the Team. I have also been included in undertaking interviews and developing a training pack for new members.

I am responsible for supporting and maintaining the relationship between Service Desk and other internal teams. This includes maintaining the relationship with Third Parties Vendors such as Ricoh and 02 Mobiles. This entails triaging tickets logged by our Customer Services Team to provide updates when possible and to ensure any issues are resolved; not allowing this to impact the Customer's Order.

Furthermore, I have also been included in multiple projects such as Desk Booking, Customer Connect and replacing all Mobile Phones. Some responsibilities include ensuring the Project Team are aware of any incidents that are raised and resolving incidents; creating knowledge articles for fixes and escalating to the Project Team where there are no fixes.

Although I have been in my role for several months, I am still supporting the Service Desk with their tasks.

- **Proactive/ Prioritisation:** Able to prioritise multiple workloads and being completed to 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 daily also meant different tasks are 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 improved the dataflow between our system and Customer Service's system.
- **Analytical:** Producing weekly reports for the Team to identify and outline any trends, which are then managed actively for further actions. Using initiative and breaking down complicated problems into single and convenient components.
- **Problem Solving:** Researching in multiple platforms such as ServiceNow and talking to colleagues to solve the issues for a first-time fix.
- **Leadership:** I assign calls to my colleagues when I am unable to pick the incidents myself to ensure they are investigated in a timely manner. When investigating an issue, I include a Colleague to improve their technical and interpersonal skills. I have also created a set of interview question to assess the levels of skills for new members and prepared interview questions for onboarding members.

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

Service Desk Analyst

This included triaging and investigating issues; trying to resolve with a first-time fix over the phone and ServiceNow. If this was not possible, the incident would then be passed along to the internal resolver groups. If the incident involved third parties, we would log the ticket and manage the incident, from start to finish. Any communications would also be sent out the Business when the relevant system was impacted. When working late shifts and weekends, it allowed me to learn about the different areas of the Business.

- **Initiative:** Suggesting ideas such as training material and schedules for the team alongside planning out monthly rotas for the team to include the different shift patterns. I am also happy to provide contributions to the team when needed.
- **Customer Service:** Interacting with users daily, my main quality is to provide good customer service to the users over the phone and / or in person. I was able to adapt to each user individually, considering their level of IT expertise and providing a good service. I also learnt to reassure the users that and build a rapport when the users.

- **Time Management:** By managing multiple tasks daily, 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 daily, I was able to deliver my point across and reassure users.
- **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.

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

Service Desk Analyst

This included answering phones and helping Users with their IT issues such as resetting passwords and installing software. Some hardware tasks such as replacing laptop batteries, hard-drives and rebuild laptops was also included.

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

This was a voluntary opportunity where I taught Scratch at various Primary Schools across Leicester weekly. Before the visit, I would plan lessons in advance outlining achievable targets for the Students and once the lesson was completed, I would assess the Student's participation to then create the next targets.

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%); 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*)

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, both physically and mentally.
- **Research** – Researching technology in this modern era. Completing courses on Pluralsight to further my knowledge.

REFERENCES

References available on request