

# IBRAHIM SAHEED

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## PERSONAL INFORMATION

429 Massey Road, Mangere East, 2024 Auckland  
IbrahimSaheed831@outlook.com, 0210552453  
Place of birth: Auckland, New Zealand  
Website: [ibbya42.github.io](https://ibbya42.github.io)  
LinkedIn: [linkedin.com/in/ibrahim-saheed-954946274](https://linkedin.com/in/ibrahim-saheed-954946274)

## ABOUT ME

I am a motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems.  
Having a professional appearance and a respectful, business-like manner. I am a service orientated professional who is very confident when handling technical challenges, enquiries, complaints, and dealing with day to day communications. I am definite that I will be a great asset to your organization.

## WORK EXPERIENCE

### Service Desk Analyst

December 2021 – Present

Institute of Environmental and Science Research

#### Tasks

Provide end user technical support to internal and external customers – Tier 1 & 2.  
Help customers with their queries and help with escalation processes.  
Manage and resolve tickets in a timely manner taking in consideration of SLA's.  
Create and maintain the knowledge base for IT support.  
Provide hardware and application support to forensic scientists.

### Christmas Casual (Floor Staff Member)

November 2017 – January 2018

The Warehouse (Manukau)

#### Tasks

Provide customer support and achieve product sales  
Check floor stock and restock from inventory  
Provide advice to customers on products according to their needs  
Promote products to customers

### Chorus Technician – Apprentice

Feb 2017 – April 2017

Chorus Ltd

#### Tasks

Diagnose and troubleshoot LAN/WAN issues  
Provide onsite support according to strict SLA's  
Troubleshoot and repair copper/Fibre line faults  
Record all faults and resolution steps

## SKILLS

Hands on experience and knowledge of HTML and CSS.  
Good Knowledge of JavaScript.  
Developing Responsive Web and Mobile Sites  
Experience with using Wix and WordPress for Web design/development  
Knowledge of working in Scrum + Agile environment.  
Experience with GitHub Pull/push requests.  
Extensive knowledge of Microsoft Office applications & Azure Active Directory.  
Experience of working in a busy technical ServiceDesk environment.  
Dealing with customers in person and remotely using SCCM/MS Intune.

## EDUCATION

### **Bachelor of Computer & Information Science**

March 2019 – November 2021

Auckland University of Technology

Major: Software Development.

Minor: Business Studies.

### **Frontend-Simplified Online Course**

October 2023 – Present

Frontend-Simplified

### **NCEA Level 3**

Jan 2018 – November 2018

NZQA

Majors: NCEA Level 3 Endorsed with Merit.

### **NCEA Level 2**

Jan 2017 – October 2017

NZQA

Majors: NCEA Level Two Endorsed with Merit

### **NCEA Level 1**

Jan 2016 – Dec 2016

NZQA

Majors: NCEA Level One Endorsed with Merit

### **First Aid Certificate**

Jan 2016 – Jan 2019

Safety 'n' Action

Majors: Certificate in New Zealand work place safety and first aid.

## INTERESTS

Hiking/Socializing – In my spare time, I love to socialize with my friends and family. I also like hitting the road and exploring new places and going for hikes.

Keeping fit– I like to keep fit and healthy, therefore, I play football on a regular basis and attend the gym to keep myself in shape.

Coding and Web Design – I like creating and developing Front-end websites both for personal development and for external stakeholders.

## REFERENCES

Raj Wadhera

Relationship: Manager at ESR

Contact: 0276669997

Company name: Institute of Environmental and Science Research Ltd

December 2021 - Present

Vijay May

Relationship: Manager at The Warehouse

Contact: 0273239211

Company name: The Warehouse Manukau

November 2017 - February 2018