Ibrahim Saheed

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429 Massey Road, Mangere East, Auckland

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

Institute of Environmental and Science Research December 2021 — Present

Service Desk Analyst

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.

The Warehouse (Manukau) November 2017 — January 2018

Christmas Casual (Floor Staff Member)

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 Ltd Feb 2017 — April 2017

Chorus Technician - Apprentice

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

A clear and confident telephone manner.

Ability to communicate effectively with a wide range of internal and external stakeholders.

Proven aptitude for dealing with customer complaints & technically challenging tasks/issues.

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.

Exercising and conducting audits to maintain data security and compliance for end points.

Implementing and designing business solutions using AI.

Knowledge of working in Scrum + Agile environment.

Hands on experience and knowledge of HTML and CSS.

Good Knowledge of JavaScript and jQuery.

Experience with GitHub Pull/push requests.

EDUCATION

Bachelor of Computer & Information Science   March 2019 — November 2021
Auckland University of Technology
Major: Software Development.
Minor: Business Studies.

Front End Web Development   November 2021 — January 2022
LinkedIn Learning
Majors: Front end web design certificate.

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.

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