Beekun Muhammad Mozaffar

IT Analyst

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🪪 Profile

I am a full stack developer and has completed the web development course at le wagon. I am enthusiastic and currently working towards my degree at the SNIT Business School.I work with one mission in mind only; to maximize business opportunities by connecting every customer with personal support at every step of their life journey.

💼 Professional Experience

10/2021 – present

Senior Service Desk Analyst

-Provides direct customer support.

-Attempts to resolve user problems without dispatching technical support staff when possible.

-Guides, advises and informs Help Desk Analysts as to appropriate procedures.

-Trains new personnel on use of the help desk system.

-Performs quality check reviews on tickets and voice calls.

-Maintains the Knowledge Base Articles on Service Desk Tool.

-Perform remote support regarding issues.

| 12/2019 – 10/2021 | **Junior Service Desk Analyst** |
| St Pierre Vivea, Mauritius | |

-Provide support and management of incidents and service requests according to established IT Service Management (ITSM) processes and procedures.

-Ensure accurate recording of client and incident details and troubleshooting progress.

-Resolve incidents and service requests, sometimes using automated or standardised and documented resolution processes.

-Escalate incidents and service requests to higher support levels or specialist support teams in accordance with established ITSM processes and SLAs.

-Identify potential issues and act on these in accordance with the established ITSM processes.

-Serve as an escalation point for incidents and service requests raised as an application champion for an assigned suite of the line of business services.

-Maintain a high degree of customer service for all support queries, take ownership of user problems and be proactive when dealing with user issues.

-Excellent interpersonal and team collaboration.

-Ability to work under pressure.

🏅 Certificates

A+ course (City & Guilds, UK)
ITQ Level 2 for IT users

N+ course s (City & Guilds, UK)
ITQ Level 2 for IT users

Master In-Demand Professional Soft Skills
LinkedIn Learning

Teamwork Foundations
LinkedIn Learning

Banish Your Inner Critic to Unleash Creativity
LinkedIn Learning

Create a Great Customer Experience.
FRCI

Exam MS-900: Microsoft 365 Fundamentals ↗

🧠 Skills

| Communication | Customer Oriented | Teamwork | Time Management |

| Leadership | Flexibility | First-Aid | Technical skills in hardware |

| Upgrade of Software and Hardware | Fast-learner |

🎓 Education

present	**SNIT**
	Diploma in Computing
	Modules completed :
	• Skills for Computing
	• Computer Networks
	• Computer Systems
	• Databases
	• Office Solutions Development
	• Software Development Techniques
	• Modules left :
	• Designing and Developing a Website
	• Designing and Developing Object-Oriented Computer Programs
	This course will be completed by next year in March
09/2021 – 12/2021	**Le Wagon**
	Full Stack Web Developer
	9-week full-time intensive coding bootcamp learning HTML, CSS, Bootstrap, JavaScript ES6, SQL, git, GitHub, Heroku and Ruby on Rails. Designed, implemented a web application: http://www.etix.com.co/.
	My GitHub profile: https://github.com/Mzaffar2905
2017 – 2019 Mauritius	**ISLAMIC CULTURAL COLLEGE FORM VI**
	Higher School Certificate
2011 – 2017 Mauritius	**London College**
	School certificate

🗐 Reference

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