

CURRICULUM VITAE

I am an ambitious, creative and highly motivated individual, with thirteen years' experience in management roles. I am passionate about starting a career in Information Technology, and so undertook a study program to prepare me for the IT support sector. I recently graduated from an IT Technician Traineeship specialising in troubleshooting hardware and software issues through a series of courses, practical work and official certifications. I am a real people person with excellent communication skills at all levels. I am confident that I will hit the ground running and be an asset to your organisation.

PERSONAL DETAILS

NAME: Abdul Gaffar

RESIDES: Redbridge, Essex | Full UK driving licence and vehicle

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IT TECHNICIAN TRAINEESHIP

IT Career Switch Ltd. London, UK
IT Technician Traineeship
1-year program

The IT Technician Traineeship specialised in preparing me for the IT Support sector through a series of intense courses and practical application.

Courses studied included:

CompTIA A+, Network+, Security+
MCSA Microsoft Windows 7 & 10
Cisco CCENT
ITIL V3

- Installing, configuring & migrating Windows 7 and 10 Operating Systems
- Configuring security systems and Windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configure, manage and maintain essential network devices
- Design and implementing a functional network
- Active Directory – unlocking user accounts, resetting passwords, searching users
- Implement network security, standards, and protocols

I have recently fully passed my CompTIA A+ qualifications specialising in troubleshooting hardware and software issues. More

information on this certification can be found at:

<https://certification.comptia.org/certifications/a>

2020: CompTIA A+ 220-1001 & 1002

SYSTEMS EXPERIENCE:

- Windows desktop systems, install, patching, troubleshooting, hardware replacement
- Extensive experience with the Microsoft Office suite
- Thorough understanding of computer, networking and security concepts
- Working knowledge of Windows 7, 8/8.1, 10, Windows Server 2016, Active Directory, PowerShell, Remote Access/Desktop and VMware

CAREER HISTORY:

Jul 2020 – June 2021

POSITION HELD:

Mooncare Limited, Isle of Dogs, London, UK

Assistant Manager

- Reporting to Manager
- Lead the home in absence of the registered manager.
- Support the team on day to day management of home
- Lead on achieving clinical outcomes within the home
- Ensure compliance with regulations and legislation and completion of all relevant records
- Team management and leadership responsibilities

March 2017 – June 2020

POSITION HELD:

Toucan Photography, London, UK

Self Employed Photographer

Highly-skilled Photographer driven to fulfil planned concept or desired results of each photographic project. Adaptable and flexible team player. Coped well with obstacles and remained true to creative goals. Exceptional skill working with Adobe Photoshop and Lightroom.

- Consulting with clients regarding work needs and desires
- Offered fresh ideas and concepts, in addition to classic styles
- Captured and created visual images for clients according to their demands
- Edited, and retouched images using a variety of software and tools.
- Created slide shows and thematic videos for special events
- Managed a portfolio site and social media accounts
- Built authentic relationships with clients through delivering exceptional services

Jul 2008 – Mar 2017

POSITION HELD:

Tesco Stores Ltd. (Express Format), London, UK

Retail Store Manager

I was accountable for the day to day running of the store and I was responsible for:

- Delivering excellent customer service for the store, through role modelling, coaching, training and recognition whilst making decisions with customers' best interests at heart
- Driving sales, delivering costs and achieving stock control KPI's to budget and target.
- Adhering to all legal compliance through the Health & Safety policy and being fully compliant with local authorities and also making sure we are looking after the health and wellbeing of our colleagues and customers.
- Creating a positive working environment and developing the Tesco's culture through our Colleague Commitments to achieve low levels of labour turnover.
- Leading a culture of reducing food waste, managing date codes and making sure no food suitable for human consumption goes to waste
- Organising myself and the team, so we are where customers need us most; using the hours necessary to deliver this within budget
- Effectively communicating the company objectives to the store team

Jan 2004 – July 2008

POSITION HELD:

Tesco Stores Ltd (Express Format), London, UK

Deputy Manager

- Led and motivated colleagues in everything from stock replenishment, customer service, right through to setting up displays and driving sales
- Managed the business in the absence of the store manager and took all possible steps to drive the business forward
- Led, drove, energised and motivated teams to deliver the best
- Provided a safe and secure retail environment for shoppers
- Proposed and implemented promotions and special offers
- Mentored new employees
- Controlled and maintained the budgets and expenditure
- Implemented and managed the shop's security and anti-theft policies
- Ensured the store operated efficiently and effectively in all operation areas, such as stock control, admin and presentation

KEY SKILLS

- Technical Support
- Customer Service
- System Administration
- Network Security
- Network Administration
- Troubleshooting
- Server Administration
- Active Directory
- Virtualisation
- Linux
- Office 365
- Photography
- Photo Editing
- MAC support
- Software Installation
- Cyber Security
- Communication
- Performance Motivation
- Decision Making
- Problem-Solving
- Teamwork
- Time Management

EDUCATION:

2001 - 2003

London International College, London, UK
In conjunction with the
National Louis University, Chicago, USA
Master of Business Administration

1998 - 2000

London International College, London, UK
In conjunction with the
Southeastern University, Washington DC, USA
BSc General Studies

1995 - 1996

Microland (IICE), Dhaka, Bangladesh
Higher Diploma in Computer Science

1991 - 1994

National University, Dhaka, Bangladesh
Bachelor of Commerce (BCom)

1989 - 1991

Uttara Anwara Model College, Dhaka, Bangladesh
Higher Secondary Certificate (HSC)