ATIF HAQUE

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OBJECTIVE

To apply my analytical, problem solving, and communication skills developed through years of service as a Service Desk Analyst and a University graduate in the role of a Full-Stack Web developer.

COMPUTER SKILLS

- HTML5

- CSS 3

- Javascript

- jQuery

- Bootstrap

- Server-side APIs.

- Ajax

- Microsoft Outlook/Excel/Word 2003 – 2013

- Microsoft Active Directory2003/2008/2010

- Microsoft Exchange Server 2003/2008/2010

- Microsoft Remote Desktop Connection

- Microsoft Remote Assistance

- Microsoft Windows Server 2003/2008

- Linux/Unix

- Citrix

- Apple Macintosh OS X 10.4-10.9

- Microsoft Windows XP/Vista/7

- WinVNC

- Antivirus

- Norton Ghost

- Remedy ver. 7

- Infra Enterprise

- McAfee Encryption Recovery

- Safe boot Recovery Console

- Microsoft Internet Explorer 6-12

- Google Chrome

- Safari

- RSA Server

- Data Entry: 70 wpm

EXPERIENCE

Datacom, North Ryde NSW

IT Service Desk Analyst | March 2011 – March 2017

- Answering and making phone calls in a timely manner.

- Applications of analytical and lateral thinking to problems.

- Ticket queue management and monitoring of all assigned groups

- Exhibiting tact, courtesy and politeness when liaising with VIP Customers.

- Supported Systems include; ABR, Safe boot, RSA, Microsoft Active Directory and Exchange. Microsoft Windows XP, Microsoft Windows 7, Microsoft Outlook and Mainframe, Air watch, McAfee Encryption and antivirus.

- Remote Tools: Remote Desktop Connection and Windows Remote Assist. Microsoft Office Communicator data sharing.

- Internal ATO Applications supported: ELS, Siebel, ATO Extra, ELS.

- Portals: ATO Insight and infra Customer Portal – for the raising and monitoring of incidents and requests.

- Ticket management tools: Infra Enterprise and Remedy.

- VIP Ticket escalations: Where a ticket cannot be resolved on the first contact, to escalate the ticket to the appropriate resolver group based on well-established escalation paths followed up with a phone call to the Resolver team escalation 'hotline'.

- Utilization of the Right Answers Knowledgebase in conjunction with incident matching to determine the appropriate routing of tickets to resolver teams and for looking for solutions, known issues and workarounds.

- Devices Supported: tablets (iPad), Smartphones, Nortel/Avaya IP phone.

- Tablet or smartphone remote administration – using the Air watch tool.

- Applying ATO policies and procedures – such as the need for customer confidentiality. All password resets completed on the precondition of conducting a Proof of Identity (POI) check first.

- All IT Service Desk Analyst actions are guided by the "Need to Know "principle.

- Updating of the Right Answers Knowledge Base

- Customer Service

- Won Service Desk Analyst Top Performer of the Quarter twice- (2015)

- Service Desk Analyst Top Performer of the Month (2015)

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Department of Education and Training, Eveleigh NSW

Assistant Support Analyst | March 2008- July 2009

- Tracking calls via Telstra WebCC (web-based call tracking system) and ensuring calls are responded to within set timeframes.

- Ticket queue management via Remedy Version 7 – incident/request electronic tracking system.

- Resolving incidents on the first contact where possible and escalating to appropriate support groups where necessary.

- Incidents and requests logged from three different sources – phone, email and faxes.

- Working within set timeframes.

- Using Active Directory 2003 for user account administration.

- Following up all previously reported incidents/requests for both my assigned workgroups and my team members. Furthermore, clients are followed up either over the phone or via email correspondence.

- Providing customer service in a polite, courteous, and effective manner.

- General Office Duties: Photocopying, printing, faxing and email correspondence.

- Team-based as well as individual problem-solving.

- Supported software including Microsoft Outlook 2003 and Microsoft Outlook Web Access 2003/2007.

- Supporting Department of Education and Training (DET) internal applications such as Oasis and E.R.N.

- Supported Operating Systems included: Microsoft Windows XP, Apple Macintosh OS X.

Full-Time Student | 2007

Overseas Travel | 2006

IT Help Desk Analyst – Oceania, DHL WorldWide Express, Mascot NSW | April 2004 - March 2005

- Working within set timeframes.

- Team-based as well as individual problem-solving.

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- Updating documentation such as How-To accomplish certain tasks or solve common problems encountered by end-users.

- Analytical thinking and problem solving over the phone and on the computer.

- Usage of remote tools such as WinVNC and Microsoft Remote Desktop Connections to remote administrate user accounts and assisting end-users.

- Assisting Citrix Metaframe users – resetting/disconnecting sessions. Altering user connections to different servers.

- General Office Duties: Filing Faxing, photocopying end email correspondence.

- Using Active Directory 2003 for user account administration.

- Modifying distribution lists and global group memberships.

- Supported Operating systems included: Microsoft Windows XP, HP-Unix and Microsoft Server 2003.

Accounts Receivable Clerk – Advanced Office Machines, Bankstown NSW | January 2004- March 2004

- Contacting clients for late payments over the phone, email correspondence and letters in writing.

- Providing Customer quotations.

- Updating customer information using the Miracle service database.

- General Office Duties: Filing, Faxing, photocopying and email correspondence.

General Office Clerk – Select Appointments | January 1999 – December 2002.

- General Office Duties including Filing, Faxing, photocopying.

- Computer usage including updating client data.

- Phone usage- inbound and outbound correspondence.

Graduate Programmer - Mercantile Mutual, Sydney | January 1998 – December 1998.

- Programming Language – Cobol

- Supporting and augmenting existing internally written applications using the Cobol programming language.

EDUCATION

August 2020-February 2021 University of Sydney Bootcamp - Full-stack Flex web development.

July 2003 – December 2003 Certificate IV (Network Management), TAFE – Mt Druitt College of TAFE

March 1992 –May 1995 B.sc Science (Computer Science, Mathematics), University of Sydney

AWARDS AND ACKNOWLEDGEMENTS

- Certificate IV (Network Management) – Passed with Distinction.

- Service Desk Top Performer of the Quarter (2015) – twice

- Service Desk Top Performer of the Month (2015)

- QA Double Diamond 100 % for Call Monitoring and 100% for Ticket Monitoring (2015).

REFERENCES

Available upon request.