

ATIF HAQUE

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<https://github.com/atifih> | Portfolio:

<https://atifih.github.io/Updated-Portfolio-Page/>

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
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- Microsoft Outlook/Excel/Word 2003 – 2013
 - Microsoft Active Directory 2003/2008/2010
 - 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

ASSIGNMENTS

Day Planner

A calendar application that enables the end-user to save events that correspond to each hour in the day. The app runs in the browser featuring dynamically updated HTML and CSS powered with jQuery.

The application is deployed at https://atifih.github.io/Day_Planner/

Password Generator

An application that generates a random password based on user criteria. It utilises html5, CSS3 and javascript.

The application is deployed at <https://atifih.github.io/Password-Generator/>

GROUP PROJECT

Event Planner

This project utilized 2 third party server-side APIs which were used in concert so that the end-user may select the most appropriate event with the date, a location he/she specified along with the weather forecast. This application has the added benefit of being mobile responsive and also has accessibility features included. This project was completed by a group of 3 individuals.

Technologies used included;

HTML5

- CSS3

- jQuery

- JavaScript

- Moment.js
- Bootstrap 4
- APIs (OpenWeatherAPI and TicketMaster)

The application is deployed at <https://cherylflowlie.github.io/project-1/>

EXPERIENCE

Datacom, North Ryde NSW

IT Service Desk Analyst | March 2011 – March 2017

- Answering and making phone calls promptly.
- 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 RightAnswers Answers Knowledge Base 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.

- 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 administer 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.