

Awais Tasleem

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My Online Portfolio: <https://awaist7860.github.io/Awais-Portofolio/>

My GitHub Page: [awaist7860 \(Awais Tasleem\) \(github.com\)](https://github.com/awaist7860)

Personal Profile

I am a passionate software enthusiast and hardware enthusiast. I like to work on my home lab projects, such as a TrueNAS gigabit home file server using old low power hardware. I have professional IT experience; professional customer service experience and I am also very good with hardware repairs of phones and laptops and desktops. I am also a skilled C# developer and web developer by developing websites and web applications and creating bespoke software for clients.

Key Skills

- Acquired the understanding of Active Directory, Service Now, Freshdesk, VPNs, Smoothwall Firewall, Microsoft Exchange Server, DSM Console, SCCM Server, vSphere, Citrix (VDI's and VM's) and Server Management such as security updates.
- Acquired the understanding of Networks such as VLANs, VPNS, booting new machines using PXE Boot and IT networking hardware (Switches, Routers).
- Acquired the understanding of managing Apple Devices using Jamf Apple Manager.
- Acquired the understanding of Windows Server and Linux OS's (Ubuntu).
- Acquired the understanding of working with and debugging issues on Windows 10 and 11.
- Acquired the understanding of security procedures and how to stick to the ISO standards for security.
- I have learnt how manage my time more effectively and meet deadlines and stick to a routine.
- I have learnt how to communicate with clients in a professional and business manner.
- I have learnt how to work in a team and how to be good leader in a team as well.
- I can adapt my skills from one job to another because I am a quick learner.

Employment History

5th February 2024 till Current – IT Technician at Newbridge Multi Academy Trust, UK

Role: IT Technician.

- Monitoring and managing IT Infrastructure such as Servers, DC Controllers, Core Switches and VLANs to improve the IT infrastructure of the sites.
- Setting up IT hardware and software such as Servers, Switches, Racks and patching ports with new cable runs.
- Setting up Windows machines, iPads, Mac Mini's and phones for clients.
- Monitoring and creating dashboards of the IT infrastructure using PRTG reporting tool and SCCM Server.
- Monitoring security issues using Smoothwall Firewall.
- Creating and running Power Automate scripts to increase my productivity.
- Using PowerShell to configure servers and machines.
- Talking with customers and trying to get a solution from their problem.
- Working through tickets in a timely manner on Freshdesk.
- Project work (e.g. Windows Upgrade to 11, recycling old IT equipment, Ports Map)
- Working with external companies on projects such as getting Invenry installed.

12th July 2021 till 22nd July 2022 – IT Placement Student at Knorr-Bremse Rail System, UK

Role: IT Technician.

Experience Gained:

- IT admin tasks using Active Directory.
- Set up machines and phones for clients.
- Talking with customers and trying to get a solution from their problem.
- Working on tickets.
- Project work (Security Project, VPN Project, Windows upgrades, Selling Old IT equipment)
- Working with external companies on projects.
- Setting up networks and VLANs.
- Building and configuring servers.
- Making VDI's and setting up Citrix for them.
- Repairing broken machines.
- Documenting all my work

2016 till 2018 – Phone Repair Technician at King Communications

Role: Repair technician and customer care.

Experience Gained:

- Repairing pretty much anything, from phones, consoles to TVs.
- Learning how to use batch scripts to automate my workflow and make me more efficient.
- Working in a productive environment.
- Talking with customers and trying to get a solution from there problem.
- Managing repairs.
- Managing employees below me and working with them in a team environment.

2017 – 2020 - Working In a warehouse.

Role: Warehouse Manager

Experience Gained:

- Understanding how the logistics of goods work.
- Making a good network with suppliers and negotiating with big companies.
- Maintaining orders and using a JIT service.
- Talking with customers and helping them get their issues with orders fixed.
- Understanding the stock management system and how all the servers link together.
- Managing 3 different warehouses from a central office.
- Maintaining security equipment such as cameras and recorders.

Interests

- Gaming: Love to play games such as Call of Duty or Battlefield.
- Tech Enthusiast: I stay updated on the latest CPU and GPU news. I also have my own Home Lab
- Fitness: Regular gym-goer (3 days/week) focusing on weight loss and muscle gain.
- Travel: Love to travel around the world.
- Cars: I am a car enthusiast and have a passion for JDM and personal project cars.

Education

University of Salford

Bachelor's degree in computer science with Professional Experience

Grade – **Second Class Honours Division One**

Oldham Sixth Form College

2016-2018 Computer Science, ICT and Business

Blessed John Henry Newman RC College

English - C

Maths - B

References

Available upon request