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Personal Profile

Through the completion of the BTEC level 3 Extended Diploma I developed my confidence in testing and reinstalling software along with diagnosing issues onto desktops and laptops. I am also confident in using C++, Adobe Photoshop and Dreamweaver to create websites. I would like to use the ICT Apprenticeship to progress my skills and experience within the world of work and am seeking a career as an IT Technical Engineer. I am a well-organised and motivated individual, who can work well as part of team and on my own initiative. I can also work under pressure and I have the ability to meet strict deadlines. My communication skills are good and I am adaptable, with an outgoing friendly manner. I am willing to learn new skills and looking for a challenging role.

Key Skills

- Knowledgeable on the components of a computer
- Confident in diagnosing faults on a computer and resolving these issues
- Upgraded and installed software on a computer including Windows XP, and Win 7
- Some knowledge of coding languages including C++, Adobe Photoshop to edit images
- Experience of updating, maintaining, and adding pages on to website pages
- Good communication and 'people skills'
- Building laptops and desktops via imaging process
- Knowledge in Microsoft Exchange Server 2007
- Patching cables in server rooms
- Setup equipments and configuring (laptops, desktops, tablets, monitors, mobile phones, desk phones, patching network cables/telephone cables)
- Troubleshooting printers, replacing ink cartridges, drum kit, paper jams
- Experience in a team providing excellent customer service
- Experience in working within a busy IT environment
- Experience in working in a service-related that has clear performance targets for the services it delivers
- MS Office, Email systems (Exchange) experience – Creating Email Accounts, access or permissions to shared mailboxes
- Active Directory – Create new users, Disabling Accounts, Adding members via Group policy organisations
- Mapping network drives
- Phone system - Avaya old phone system – administering a phone a system, creating new login ID, adding users to a pickup group, tilding phone extensions
- Service management tool – Cherwell logging tickets, updating tickets, creating new ones via email, Phone or face to face

- Assisting with office moves – PC setups Office Move (setting all desktops and monitors etc, cable management)
- Understanding of Windows Server 2012 R2 /Installing windows server 2012 / Administering or Configuring – I had produced this in a guide as part of my apprenticeship work
- Application support experience (other than Microsoft applications)
- Highly proficient in the use and setup of PCs and Laptops in a network environment
- Excellent telephone, face-to-face and written communication skills.
- Remote Desktop (Terminal Services) - Team viewer
- Understand corporate standards, including the service targets under which ICT operate
- Understand the service desk contributes to ITIL service delivery best
- Assisting with Office Moves – setting up PC's and monitors, laptops, cable management,
- Manage my own small project – move the Contact Centre swapping over all contact centre advisor desk phones to their designated place and prioritising workload as everyone kept coming to me with other problems so I had to prioritise the most important to least important. Moving the telephone extensions to the right advisor so everyone had their own phone extension. Desk
- Meeting strict deadlines – I had finished all my competency work Units that is part of my programme before I had finished my apprenticeship in February 2017, which shows I am really motivated and keen to learn new IT skills
- Troubleshooting Break fixes – corrupt Operating systems
- Troubleshooting mobile phone / Tablets – common issues such as freezing or crashing, reinstalling firmware etc.
- Exposure to VMWARE workstation Enterprise and player – Creating Virtual Machines
- Exposure to office 365 – email filtering system, tracking emails
- Supporting MS Office 2016 /365 accounts
- Use of service now ticket system
- Use of hyper v eg virtualisation
- Determined to learn new it skills
- Quick learner
- Remote desktop connections configuring
- Exposure to mimecast – email filtering system, block emails, quarantine emails, adding emails to permitted senders list
- Supporting peripheral devices
- Scanners, standalone printers setting up and configuring
- Writing FAQ and cheat sheets for common IT issues, writing knowledge based articles
- Sharing common knowledge with team members
- Commands for networking troubleshooting – ping, traceroute, netsh, ipconfig commands
- Setting up and replacing monitors on dual arms stands or single arm stands
- Phone setups and troubleshooting and configuring
- Prioritising workload from least important to highest
- Exposure to sharepoint 365 2016 and basic troubleshooting
- Restoring files that have been deleted or moved from servers or local network drives
- Pushing software down to local pc machines using sccm, repairing the sccm client on

the user pc if software fails

- High usage and experience in lotus notes /Lotus Notes Domino
- High use of Lansweeper – ITAM Software
- Troubleshooting citrix
- Maas360 Mobile device management platform exposure – creating policies for IOS android – pushing specific apps to ios or android devices – remote control of android / ios devices for troubleshooting
- Supporting and troubleshooting bitlocker issues
- Laptop screen replacements

Hardware break fixes – ram swap, hdd

Education

Shipley College

2013-2015

GCSE / A level	Subject	Grade
BTEC	Level 3 ICT Systems Support and Networking Extended Diploma IT SYSTEMS SUPPORT AND NETWORKING	A*, A*, A*
	Functional Skills Level 1 Maths	Pass

Carlton Bolling College

2010-2013

GCSE / A level	Subject	Grade
GCSE	ICT OCR	B
GCSE	English Language	C
GCSE	Maths	E
GCSE	Applied Science	A* A*
BTEC	Business Studies	A*
BTEC	Public Services	A* A*

Estio Training (Level 3 Advanced ICT Apprenticeship)

Qualification	Grade
City & Guilds Functional Skills Qualification in Information and Communication Technology (ICT) at level 2	Pass
City & Guilds Functional Skills Qualification in Mathematics at Level 2	Pass
City & Guilds Level 3 Diploma in ICT Systems and Principles for IT Professionals QCF	Overall Distinction
City & Guilds Level 3 Diploma in ICT Professional Competence	All Achieved

Work Experience

In Communities

Feb 2014-May 2014

Administrative Support (Work Placement)

- Doing project videos for the organisation to promote the services offered by In communities which are now on YouTube
- Working in a busy office environment providing administration support
- Collating marketing material for advertising
- Organisation of events for In communities and making sure the events ran smoothly
- Liaising with university students as well admin staff to collect information on projects

Keighley Fire Station

2012 (1-week placement)

Team Member (Work Placement)

- Involved in Health and Safety risk assessments
- Used fires safety equipments
- Used sign language to communicate
- Involved in team building exercises
- Leading a team in provide an emergency support exercise

Accent Group

22nd February 2016 – February 2017

ICT Service Desk Apprentice (Apprenticeship)

- Deal with user's difficulties and requests in a sensitive and courteous manner, resolving calls during the initial contact where possible

- Act as the owner of the service desk call on behalf of the user from initiation to completion, proactively contacting the user to provide updates and expediting progress within the team
- Accurately record all calls on the service desk system, if possible dealing with them there-and-then, keeping the user(s) up to date as the status changes.
- Maintain our software and hardware asset register in line with any changes or work performed
- Set up and ensure the smooth operation of facilities for training, demonstrations, seminars and workshops
- Contribute to the safety and security of the office environment
- Provide phone cover in line with rota to initially diagnose customer's calls and emails, and categorise, prioritise and record them in an accurate and timely manner.
- Provide initial diagnosis of customer's calls and emails, and categorise, prioritise and record them in an accurate and timely manner
- When applicable, use technical experience and knowledge to attempt to find an immediate fix or work-round to a reported issue.
- When incidents are resolved contact the customer to ensure that they are satisfied with the resolution.
- When necessary, pass logged service desk calls to other internal ICT support teams or third party support for further analysis and resolution. Oversee progress
- Advise affected users when there is a change of status of any of our systems
- To perform any other duties as reasonably requested.
- Creating new user accounts, groups, in Active Directory
- Incoming status operations – checking for new incidents and categorizing them correctly
- Status OPS – chasing up on all requests, incidents making sure it is updated
- Scan system – scanning all new laptops which is to be showed in our asset management software

Accent Group
10th 2017

22nd February 2017 – October

ICT Service Desk Apprentice (Apprenticeship 4 Network Engineer)

- **Ended at the end of the year due to getting full time job**

ITALIK
2018

13th October 2017 - December

Managed service provider

IT support technician

- Creating users in active directory, dealing with leaver accounts and adding users to groups, change of role
- Supporting / troubleshooting Microsoft office 2007 to office 365 / 2016
- Supporting / troubleshooting windows 7 to windows 10
- Email quarantine in exchange office 365, adding users to shared mailbox, distribution lists, releasing emails, unblocking emails attachments

- Peripherals support – mobile devices, multifunctional devices such as printers, scanners
- Configuring phones with user account
- Building laptops, desktops, configuring and installing user requirements software
- Networking supporting – ping, ipconfig and basic troubleshooting
- Remote desktop sessions we use to log into our servers - supporting
- Break fixes such as laptop repairing, screen replacements, corrupt windows 10
- Adding emails to block list or adding emails to safe sender list on exchange
- Mobile device management support
- Service now ticket system
- Working with service level agreements
- Escalating tickets to 3rd line if needed
- Antivirus – scanning attachments to make sure its safe to open
- Use of software centre and basic troubleshooting
- Use of sccm to push down software to pcs
- Active directory – move pcs to ou, move users
- Self studying on windows server 2012 / R2 installing and config
- Exposure to ITL framework
- Group policy – updating policies on pcs via command prompt
- Exposure to sharepoint 365
- ConnectWise ticket system
- Experience in servicenow ticket system
- High usage experience in Client Lotus Notes – troubleshooting apps databases and access control, lotus notes groups – domino server to certify ids, reset passwords, trace messages, creating lotus notes users and running workspace updaters

Mansys
13th may 2019
Managed Service Provider
IT Helpdesk Support

Monday 7th January 2019 -

- Exchange 365 - creating mailboxes, delegation access, administration
- Understanding of ITL
- Remote desktop tools such as teamviewer, rdp
- Ticket system - Connectwise
- basic networking concepts / dns routing and switch
- Active directory administration - Create new users, delete users, move users into correct OU so GPO can be applied, other admin tasks within AD
- Supporting and troubleshooting Office applications from 2007 to 2016/365
- Cloud Services such as office 365, google drive, one drive
- Support and troubleshoot Windows 7, 8, 10
- PC/Laptop builds
- Break fixes
- Writing Knowledge based articles for common issues
- Basic understanding of windows server 2008, 2012, 2016

- Tablet /Handset support - Android and IOS devices
- Onedrive troubleshooting
- sharepoint support and troubleshooting
- Spam filtering office 365 - Quarantine, message tracing, block and allow domains or email addresses

FMG (Huddersfield)

20th May 2019 - Ongoing

Service Desk Analyst

- Asset Management - making sure all assets are accurate and updated in CMDB
- Office 365 support and installation- assigning licenses to users
- Admin tasks such as New starters, Leavers, Change of roles
- Cherwell ticket system - All tickets incidents and service requests
- ITIL knowledge
- Assisting with new systems such as Thin Client - Wyse Dell management suite, SFTP system for uploading and downloading documents or footages
- windows 7/10 - Support and break fixes
- Writing knowledge guides and dummy guides for basic common issues
- Lansweeper - ITAM process
- office 2010/office 2016/ office 365 support
- IP phone system
- Setting up peripherals on desks
- Monitors setting up
- software installation
- Hardware support and break fixes
- repairing laptops desktops
- building laptops and pcs to company standard - Using SCCM
- exchange 2010 - creating new shared mailboxes, distribution groups and dynamics lists
- checkpoint endpoint security exposure and knowledge
- checkpoint smart console firewall - creating new VPN certificates, using logs to trace any website issues or drop out connections
- AD - New security groups, adding users to existing groups once approved, Moving computers laptops and users to correct OU so GPO is applied correctly
- NTFS permissions network share
- Exposure of windows server 2008/2016
- Printers and scanner support and troubleshooting
- Patch cabling and basic network troubleshooting
- VOIP - Skype For Business support and troubleshooting
- Mobile phones setting up and IOS devices - support and repair
- Cable management where all cables adhere to company policy
- Email Support tickets, Face to Face support, Phone Support
- SLA Management where tickets to be done in the SLA time or escalate to the relevant team

- customer service skills and relationship to a high standard

Hobbies & Interests

In my spare time I enjoy to go to the Cinema with friends and spending time with my family. I am also an active person so I enjoy playing sports including Football and cricket. I also enjoy keeping up to date with technology which includes gaming on consoles.

Reference: