

Abubakar Abutalib

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PROFILE

A dedicated IT Professional with broad experiences, the past 5 of which in technical support roles. Passionate about Information Technology, I pursue every opportunity to professionally develop. With natural ability to focus, tackle and deliver, I act as an effective interface between technical and non-technical teams, and improve working environments through completing projects, upgrades and tasks efficiently.

KEY SKILLS

- ☐ Excellent communicator, able to reduce complex ideas to simple terms and express these to both non-technical and highly technical audiences.
- ☐ Experienced in analysing complex issues, innovates to resolve problems and thinks strategically.
- ☐ Demonstrable ability to work in a pressurised environment with conflicting priorities, ensures that deadlines are met, and committed to delivering high quality service and standards.
- ☐ Experienced in planning, prioritising and organising the work of myself and others; ensures the effective use of resources.

KEY ACHIEVEMENTS

- ☐ Proactively improved network security through implementation of advanced endpoint malware prevention and detection (Sophos Intercept X); hardened network devices that included switches, CCTV cameras and printers.
- ☐ Resourcefully implemented new SaaS platforms to consolidate service desk, knowledge base and asset management functions.
- ☐ Diligently worked with senior staff to create and launch GDPR policies, procedures, privacy statements, documentation and supporting guidance to help achieve organisational compliance.
- ☐ Creatively simplified disk cloning and image capture procedures using open-source technologies, reducing workstation set-up times and introducing efficiencies.

EMPLOYMENT HISTORY

ICT Technician at George Green's School

January 2017 - Present

A large multi-cultural and inner-city state-funded secondary school in London. A total of 1200 students supported by 200 staff, served by approx. 1000 corporately managed end-user devices with similar numbers of BYOD.

- Provided efficient and effective ICT Services – particularly with regards to 3rd line technical tasks.
- ☐ System owner and responsible for 15 physical and virtual Windows servers.
- ☐ Supported colleagues responsible for Apple Mac estate and associated technologies.
- ☐ Configured and patched network infrastructure devices, mitigating vulnerabilities.
- ☐ Created, configured and maintained Active Directory objects and security groups.
- ☐ Implemented group policy changes to maintain security and functionality of network.
- ☐ Maintained vendor support for all software used for administrative and curriculum purposes.
- ☐ Managed internal RFC1918 IP addressing scheme and network segmentation as per design requirements.
- ☐ Suggested appropriate equipment / solutions and arranged PoCs for stakeholder evaluation.
- ☐ Implemented cloud solutions pursuant to cloud-first strategy in order to achieve best value.
- ☐ Engaged with managed services providers (e.g. LGfL) to ensure contracted technologies continued to deliver value (e.g. USO, GridStore, MyUSO, Wifi, WebScreen, Auto-Update, AD-Sync, etc.).
- ☐ Engaged with regular research and development to identify potential strategies to improve efficiency and effectiveness of existing systems.

Audio Visual (AV) Technician at City University London**September 2015 - July 2016**

City University of London is a leading global university committed to academic excellence, focused on business and professional services.

- ☐ Provided technical support, diagnostics and problem solving for audio visual equipment throughout the University.
- ☐ Supported audio visual related services and facilities for all University matters including: events and conference support, equipment loan/administration, procurement, and media/production services.

Desktop Support Engineer at City University London**September 2014 - September 2015**

- ☐ Provided 2nd line technical support to students and staff at City University London.
- ☐ Deployed software packages and client builds using Microsoft System Centre Configuration Manager (SCCM).
- ☐ Created bespoke Apple Mac builds for the engineering department.
- ☐ Maintained and upgraded IT infrastructure across University campuses and schools, including Northampton Square and the City Law School.
- ☐ Ensured that all support tickets were logged and managed correctly within ServiceNow and communicated effectively with both customers and 3rd parties to reach prompt resolutions.
- ☐ Ensured compliance with IT policies and SLAs.
- ☐ Supported printing infrastructure and contributed to maintenance and basic repair of Canon and HP Printers. Supported the engineering department by maintaining and repairing computers and engineering accessories as required.
- ☐ Liaised with 3rd line support providers where necessary.
- ☐ Installed hardware and software for particular requests of the client.
- ☐ Upgraded clients to Windows 7 Professional.
- Supported productivity applications such as Microsoft Office – Outlook, Word, Excel, PowerPoint.
- ☐ Integral part of specialist service team engaged with greenfield project to deliver a techno-gym.

Web Administrator and Video Editor – The City Circle**July 2014 - October 2015**

- ☐ Responsible for collating recorded raw materials from live lectures/talks, transforming these into finished productions suitable for YouTube and updated public website to promote the brand. Materials included camera footage, dialogue, sound effects and graphics.

EDUCATION

City University London Sept 2012 – January 2017 BSc (Hons) Business Computing Systems 2:2.
Course included: SQL, PHP, HTML, CSS3, Visual Basic and Java.

Islington Consortium, Cowper Street, London, EC2A 4SH**Sept 2010 - Sept 2012**

ICT OCR National Diploma Level 3 (Distinction) 360 UCAS Points.

Central Foundation Boys' School**Sept 2005 - June 2010**

10 GCSEs (A-C) including: English language and literature, Maths, Double Science, P.E. ICT.

ACTIVITIES AND INTERESTS

I enjoy researching the latest computing technology as well as building/repairing desktops, laptops and mobile devices in my spare time. I am passionate about sports and fitness. I also enjoy watching computer-based training videos in order to expand my technical and professional development to improve my opportunities and understanding within IT.

REFERENCES

Jill Baker | Principal - George Green's School

Terry Sullivan | Cyber Security Manager - Middlesex University