

## **CURRICULUM VITAE**

### **PERSONAL DETAILS**

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### **EDUCATION**

1992-1998  
Carr Manor High School  
7 GCSE's Taken

1998-1999  
City of Leeds 6<sup>th</sup> Form  
GNVQ Business Foundation Course

1999-2000  
Leeds College Of Technology  
NVQ Business Administration, RSA Level 1 & 2

### **PERSONAL STATEMENT**

Excellent interpersonal skills enable me to communicate and deal with people at different levels, including both internal and external customers. Priding myself as an excellent team player, I am always one to share information such that I have a positive impact on the contribution improvements and efficiency within the workplace and current procedures.

Working well both in a team environment and independently, using my own initiative, I am self-organised with a pro-active nature, who can re-priorities my own workload. Linked to this I have a proven track record of working well under pressure and to deadlines whilst maintaining and/or exceeding my targets.

With outstanding communication skills, I am a very good listener, with a professional telephone manner, who is able to diffuse confrontational situations with ease. Honesty, integrity and transparency have always rendered me a friendly and well liked personality.

### **EMPLOYMENT HISTORY**

#### **January 2018 - Present**

*Unemployed as have been unwell. Registered unemployed with DWP. Now seeking employment.*

#### **January 2018**

##### **Telefonica**

**Service Desk Analyst - Passwords resets, setting up new starters via AD.  
(Two week temporary assignment)**

#### **November 2017**

##### **Leeds University**

**On site IT Engineer - Moving old PC's and setting up new PC's.**

*(Two week temporary assignment)*

**September 2017**

**Leeds CIL**

**Carer Assistant - Looking after a young female with learning disabilities.**

*(Two week temporary assignment)*

**24/4/2017-2/6/2017**

**West Yorkshire Combined Authority**

1st Line Support

Logging incidents and service requests

Closing open tickets

Network password resets

New user account creation

Mailbox creation

Assisting users with various IT issues including Microsoft packages and bespoke applications

Smart phone assistance

Supporting Active Directory

Supporting Microsoft Exchange

Remote assistance

**28/11/2016 -21/2 /2017**

**Bradford Teaching Hospitals, NHS Trust**

Service Desk Analyst, receiving inbound calls from users within the trust.

Assisting with various incidents and service requests Using and managing accounts via Active Directory

Using Microsoft Exchange

Using remote tools

Adding NHS applications such as ICE, PACs, PPM, Evolve, Cris, System One, IPM creating new user accounts, deleting, suspending, terminating user accounts, adding users to various groups within AD, authorising and amending users permissions/distribution lists, adding users to folders, drives, using Zenworks, Software installs, printer installation,

Email Requests

Email Incidents

New Smart card requests (face to face)

Unlocking smart cards (face to face)

Assisting and creating NHS. Net accounts

Laptop assistance

Smartphones and I pad assistance/requests

**02/08/16 - 14/09/16**

**DLA Piper**

Call Handler

- Receiving incoming calls from employees within various DLA Piper sites, assisting with active directory account lock

outs, window password resets,

- distribution lists, RSA Tokens reset

**29/2/16 – 10/05/16**

**Leeds Building Society**

IT Service Desk Analyst

Logging incident and service desk requests

Password resets

Mailbox requests

New user requests

Logging problems/incidents relating to in house systems/applications

Microsoft Outlook assistance

Using remote tools

Creating pin numbers for printer usage

Liaising with 3rd parties/internal departments

Helpdesk emails and service desk queues

**01/09/15 - 30/10/15**

**Telefonica c/o Randstad Sourceright**

Administering the creation and management of users on the IP telephony systems

Installing, configuring and maintaining computer related hardware and software.

Creating and maintaining user accounts on the Active Directory & business applications.

Providing administration and support tasks using VPN & remote access tools.

Performing administration of the RSA token system

Delivering first and second line support for ICT applications and services (effectively and in accordance with agreed service levels, standards and processes).

Providing applications support and guidance which may include installation of software, service packs and upgrades

Ensuring all service requests and incidents were accurately recorded and managed in the Service Desk incident management system (i-e Remedy 8.1).

Identifying, categorizing, prioritizing, diagnosing and resolving ICT service incidents and service requests.

Resolving incidents and service requests whenever possible at first line

Monitoring and escalating incidents and service requests that cannot be resolved at first or second line.

**03/2014 – 08/2015**

**{Maternity Leave}**

**20/02/14 - 10/03/14**

**Phoenix IT - NHS Helpdesk**

Receiving inbound calls relating to various bespoke software applications (Docman, NHS.NET web mail, EMIS)

Password Resets on various bespoke software applications (Docman, NHS.NET web mail, EMIS)

Liaising with the 2<sup>nd</sup> line support team

Keeping users updated/call logs updated

1<sup>st</sup> line fixes (Docman, NHS.NET web mail, EMIS)

Dealing with other IT faults/queries

**07/10/13 - 17/01/14**

**Post Office Contact Centre Technical Support**

Receiving inbound calls relating to home phone and broadband faults

Assisting customer with 1<sup>st</sup> line fixes

Testing and diagnosing faults which included going through various line tests and equipment checks

Raising incidents and booking engineers /updating customer accounts with additional notes/reference numbers

Liaising with other internal & external departments within the organisaion

Closing resolved faults and customer logs

**15/04/13 - 30/08/13**

**Xerox - Ministry Of Justice -Helpdesk Agent 2<sup>nd</sup> Line Technician**

Deployment Co-ordination of printer's to be installed

Liaising with Project managers

Incident management and configuration of printers & MFD's in the Crown Courts via remote tools

**5/11/12 - 01/12/12**

**Debenhams Contact Centre Customer Service Advisor**

Dealing with inbound calls

Placing online orders

Tracking orders

Processing Refunds

Providing information on store cards and other services

**16/02/09 - June/09**

**Personal Assistant - Leeds Centre For Integrated Living**

My main duties were caring for a young Asian female adult with learning difficulties. I was assisting her with daily chores and day to day personal care. This also involved sorting out her weekly medication, as this individual has problems with her kidneys.

***I had to leave my previous job due to pregnancy complications. My daughter came 11 weeks early and was in hospital for a long time. I wasn't able to gain employment since all this occurred as I had my own health issues to deal with too. I was on state benefit (Incapacity benefit DWP) from June 2009 till July 2012.***

**08/10/07 - 08/10/08**

**IT Technician NHS - Leeds Teaching Hospitals**

My duties were assisting users who worked within Leeds Teaching Hospitals, NHS Trust.

Helpdesk Advisor/Call logger

1st Line Fixes on various bespoke software applications such as (Network, GroupWise Email, NHS.NET web mail, PAS, & the Results Blood Server)

Assisting users via remote access

Password Resets (Network, GroupWise Email, NHS.NET web mail, PAS, & the Results Blood Server)

Checking and allocating Network user id's and logging Network requests on to the system/accounts unlocked/deleted/amended

Helpdesk Emails & Administration duties

Closing resolved calls/emails

Chasing up call logs & queries and keeping users informed

Updating user details on the call logging system including updating the call logs with additional information that the users may have supplied throughout the day if needed

Liaising with other internal and external departments including the 2nd/3rd Line Technicians

Delivery retrieval & signed for

Sometimes I would go around with the 2nd line technicians and would help them to install basic equipment. For example; mouse, keyboards, speakers, printers and would also help with full hardware desktop installs.

A varied role and I enjoyed it very much.

**01/2006 - 10/2006**

**O2 Data Technical Support Advisor**

2<sup>nd</sup> Line Technical Support

Handling Inbound calls relating to mobile data technology

Manually setting up mobile phones for MMS & GPRS services

Fault Diagnosis & Problem solving for a host of problems

Testing devices handsets, laptops and data cards

Setting up full internet & email services on customers mobile phones

Configuring XDA's, PDA's and Blackberry devices for email & internet usage

Connecting mobile phones, PDA's, XDA's and Blackberry handheld devices to laptops via USB, Bluetooth and Infrared

Liaising with retailers & other customer service departments, as well as target achievements in relation to tests and calls

***After my contract finished at O2 Data Support, I went to Dubai. When I came back from Dubai, I started Haemodialysis and had three major operations. My dialysis treatment came to an end on the 06<sup>th</sup> December 2007 as I had a successful Kidney Transplant on the 07<sup>th</sup> December 2007.***

**09/2004 - 01/2006**

**Ventura - O2 Credit Control**

Receiving inbound calls from internal and external customers, reinstating direct debits, removing credit control bars, setting up installment plans, reconnecting accounts, and many more day to day tasks were carried out.

**03/11/03 - 09/01/04**

**Fujitsu Services Limited - Helpdesk 1<sup>st</sup> Line Support**

Duties carried out were taking calls from external and internal users who were experiencing problems with PC's, Laptops, Printers, and Internet pilots, since migrating from Novell to WIN2K.

Logging calls on the Peregrine system and sending the call logs to the relevant department e.g. second line support team or the local support team

Closing resolved calls

Chasing up call logs & queries

Administration duties

Calling engineers and users to confirm closure of call

First line fixes

***Contract ended at Fujitsu as I had to go into hospital for a major operation, and was not able to work for a long period of time. After I fully recovered from my operation, I went travelling to Damascus, Malaysia, Singapore, Penang and Thailand.***

**EMPLOYMENT SKILLS & EXPERIENCE**

- Experience of providing excellent customer service
- Excellent keyboard skills
- Organisational skills
- Excellent communication skills
- Multi Task skills
- Able to work both in a team and on own initiative
- Bi-lingual skills
- Able to work under pressure, whilst exceeding both team and individual targets
- Computer Literate
- Reception duties
- Patience is a VIRTUAL
- I am a hardworking and friendly person

I would be more than willing to undertake further training as appropriate to enhance my development and skills. For me this is important, as it means being more efficient and accurate in the work place.

**COMPUTER PACKAGES USED**

- Microsoft Word 2010
- Microsoft Outlook/GroupWise/NHS.NET web mail, Office 365
- Microsoft Excel 2010
- Microsoft Access older versions
- Windows 95/98/2000/XP/8/9/10
- Active Directory
- Novell/Console One
- Different types of in-house bespoke software applications such as: Patient Administration System (PAS), Emis, Vision and the Results Blood Server, QSM Call logging system, Peregrine call logging system, Talk Talk Suportal, (BT) Strategic Imperatives, diagnostics knowledge base, Remedy, HP, Sunrise and various remote tools

**INTERESTS**

I enjoy watching cricket, playing badminton, travelling, socializing, eating out, and playing pool.

***References available upon request***