CURRICULUM VITAE
Bilal Mohammed

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PROFILE

I am a young, enthusiastic and talented individual who has worked as a volunteer with the Greater Manchester Police, helping my community to reduce crime rates all whilst learning new skills, this was a part time job for me. I also worked at a company called LLABORATE (IT Solutions) This was my full-time paid job, and my role was an IT Technician. I am an honest and reliable Person I am a very hard worker and do well to work in teams or on my own as I am very friendly and focused. I am also a good listener who has the ability to communicate with people at all levels. I am looking for the opportunity to apply and expand my skill set in the IT Industry.

The website I created / designed is www.beyoutifulfashion.co.uk

SKILL'S SUMMARY

- **Microsoft Server 2008 R2 / 2012 R2**
- **Apple Server / Computers / IPAD**
- **Office 365 Cloud based**
- **Skype for business**
- **Microsoft Azure**
- **VMWARE**
- **Active Directory**
- **Group Policy**
- **Exchange Mail Server 2007 – 2010**
- **Map Drive / Share Drive**
- **Backup**
- **IP Phone Telephony   (Mitel Phone)**
- **Operating System Installation and Format**
- **MDT & SCCM Deployment**
- **UTM Firewall**
- **Sophos Anti-Virus Console / Sophos Enterprise Cloud**
- **Networking DHCP, DNS, Port forwarding, WLAN, LAN, VLAN, Manual IP IP4 / IP6**
- **MDM & SSL Certificate Install**
- **HP &CISCO Switches**
- **Meraki Router**
- **Video Wall / LED TV / BrightSign Box**
- **Network Printer**

QUALIFICATIONS & PROFESSIONAL TRAINING

2016-2017 ITonlinelearning IT Specialist Course

- **CompTIA A+ Hardware / Software**
- **CompTIA N+ Advance Networking**
- **CompTIA Linux +**
- **CompTIA IT Fundamentals**
- **Microsoft MCSA Windows 7 & 10**
- **Windows 7, 8, 10**

- **CISCO CCENT & CISCO CCNA**

EDUCATIONS

GCSE (A-C) 7 including English and Maths   `   May 2006

GNVQ IT   Pass   Bury College   May 2007

BTEC IT   Merit   Bury College   May 2009

EMPLOYMENT HISTORY

2018 APR - *Still Active*   *IT Technician*   SR MOBILE - FAMILY Business

As I am working at my family mobile shop and my daily role dealing with customers problems with their devices / computers. Repairing customers devices and computers by checking the problem and identify the fault then order the parts if required or software problem updating specific software update or soft reset. New installation of windows on the computer or formating and upgrade version of OS. Mac apple macbook repair such as screen and or new os installations or fault finding like instance like flashing folder on display and I troubleshoot the problem check the cable and the hard drive cable was bend plus hdd bracket were broken and I had to order new parts then fit them right installations,

2016 OCT – 2018 MAR   *IT System Administrator*   LLABORATE (IT SOLUTION)|

As an IT Support Technician; I've undertaken resolving the entire query base by Support Ticket, Live Chat, Telephone Phone Calls, and Email from over 300 clients on a day to day basis. Also, helping staff at LLABORATE offices, E.g. those who had problems with specific computers and/or devices. Updating servers and managing the security levels each week. Improving the system and bringing new technology to help benefit us. Doing clean installations and formatting the computers as and when requested by staff members. Doing new application installs or fixing issue with current applications and helping with software problems. I can maintain & troubleshoot problems on these machines as and when they occurred.

Every Monday I travel to St Willibrord's RC Primary School in Manchester for contractor maintenance. I've had to check the fault log sheet every week and resolve any queries on the day. Proving the best support to school staff members and ensure they are happy with my work.

Nov 2011 – Nov 2018   *Police Support Volunteer*   Greater Manchester Police: Volunteering

Duties- I currently assist with the administration of the mandatory drug testing procedure at Bolton Police Station. I have previously filled other roles at Bolton including assisting with the administration of Home watch. In this role, I built the Bolton Home watch scheme its own website and serviced this. (www.boltonhomewatch.co.uk). I have also assisted with conducting analysis of the OPUS system to provide statistics in relation to incidents of crime and disorder at licensed premises. These statistics were used by colleagues during licensing hearings and to help guide divisional policing in this area. As a volunteer I worked with the partnership Team and assisted the partnership Sargeant to develop and revamp Home Watch in the town. As part of this work he asked me for advice regarding taking Home Watch into the 21st century by launching its own website. I assisted by building, designing and servicing a Bolton Home Watch website that hosted all newsletters and contained links to numerous partner websites. This made the delivery of Home Watch much more customer focused. For this work I was nominated for volunteer of the year by Sergeant Rob Knight at the Bolton Divisional Awards in 2012.

2011 Jan – 2011 Dec	*IT Technician*	Lord High School| Volunteering

Duties: I used to work at Lords High School as an IT Technician doing engineering / networking repairing the computers and helping the children learn how to use computers. I Also fixed live touch boards, projectors and helped with adding new staff accounts or fixing account problems, and helped with the network active directory. I also resolved computer queries and found any faults and resolved these also. I Repaired computer software problems and hardware problems.If Students had damaged the computer my task was to repair them and also order new computer components if needed. I Sett up the network for the new machine to connect the current server and also porting the switch box to give live feed connections, Setting up the router, port forwarding and firewall security.

INTEREST

In my spare time, I would like to go to the cinema with my friends and also playing football. I love to travel to different countries and or beautiful natural places which I've never seen before.

Reference will be given upon request.