Ayaz Riaz

A: 18 Lidiard Street, Crumpsall, M85SJ || C: 07825277866 || E: ayazriaz50@gmail.com

PROFESSIONAL PROFILE

A dedicated and driven individual, with a highly successful background in IT. Experienced in working for leading companies, providing IT Support with the primary focus of meeting customer expectations. Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, a successful and productive team, and thrives in highly pressurised and challenging working environments.

EDUCATION AND QUALIFICATIONS

2005 to 2009	Manchester Metropolitan University Bachelor of Science Honours Information Systems	2:2
Modules:		
Data Engineering, Advanced Multimedia, Information Systems, Network Mngt & Security, Project		
2003 to 2005	Bury College A Level	C,C,C,D
Subjects:		
Law, Computing, Business studies, General studies		
1998 to 2003	Abraham Moss High School GCSE	A*- C
Subjects:		
9 GCSE's including Maths, English and Science		

Exam	Pass Date	Expiry Date
ITIL Foundation	03/03/2019	Ongoing

CAREER SUMMARY

04/2015 to Present	LTE Group	Manchester/NW
	Senior IT Analyst Justice Sector NW	

As a Senior IT analyst I am required to support 18 sites across the north west justice sector estate.
Due to working in a prison environment security is of utmost importance, every change made to the systems have to be calculated and tested as they may have implications that can compromise the security of the system. Also working in this environment has many other challenges as you have to be able to work on your own initiative.

- Working with Windows 7/10 and Server 2012/2016, SCCM, VMware, Veam Backup.
- Solely responsible for IT Infrastructure of sites in North West Region
- Dealing with network, hardware and software issues.
- Managing projects on sites and carrying out upgrades to the IT infrastructure.
- Carrying out assessments to make sure systems are secure and security measures are adhered to.
- Liaising with third party contractors to get work done and making sure all SLA's are met.

04/2014 to 04/2015   CCE/SSP UK   Didsbury
IT/Computer Analyst

My Experience as an IT Support Analyst involved providing technical 2nd line IT support for all SSP UK's Air, Rail, Retail and Rail Gourmet user community. As well as Head office users.

- Supporting Windows XP/ Windows 7 / Citrix / Micros EPOS / Uniwell
- Perform troubleshooting via remote access software
- Perform remote standard installations of software and software upgrades
- Contribute to IT system and operational projects.

09/2010 to 04/2014   The Co-operative   Manchester
IT/Computer Analyst

Within my job as IT Analyst I provided $1^{st}/2^{nd}$ line IT support to users across 15 business areas of the Co-operative Group. Ranging from small branches to National Distribution Centres, this involved fixing issues quickly and efficiently. Liaising with 3rd parties to get problems resolved.

- Supporting Microsoft Windows XP/ Windows 7
- Perform troubleshooting via remote access software
- Managing Active Directory accounts
- Supporting Citrix Xendesktop Virtual Desktop Environment
- Microsoft Office 2003 / 2007
- Updating Knowledgebase and training new starters.
- Liaising with resolver teams to come up with fixes for common issues.

04/2010 to 09/2010   New Millennia Group   Hyde
IT Support/Network Support

During my time at New Millennia Group I gained a vast amount of experience in managing the IT systems in a small business.

- Duties included providing Desktop Support for all users
- Managing Windows Server 2003 / 2008
- Configuring new user accounts, patching voice/data ports and graphics/web designing
- I was also involved in projects i.e. ISP Change, Phone system upgrade, Investigation of BPMS Software.

08/2009 to 01/2010   RICO Technical Services   Salford
IT Engineer/Technician

My experience at Rico allowed me to gain experience in supporting EPOS systems from Wincor, Siemens and IBM. I was allocated to cover the North West region as a 2nd line engineer fixing and replacing hardware/software for tills and Back Office systems.

- Providing IT support to major retailers i.e. B&Q and Argos and Superdrug
- Field based hardware and software support
- Fixing EPOS equipment and installing software.

08/2007 to 08/2008   **BASF IT Services**   **Cheadle**
Connectivity and Server Specialist

In my role as Connectivity and Server Specialist. I was responsible with dealing with all calls related to networks/ servers. I was also part of a companywide rollout of new laptops and PC's.

- Responsible for dealing with network, server and voice related problems.
- Providing desktop support to colleagues.
- Backup Monitoring and Management.
- Configuring and troubleshooting VPN/LAN/TCP/IP
- Patching Data/Voice ports and constantly monitoring systems to make sure they are functional.

SKILLS AND EXPERIENCE

The skills and experience I possess are listed below. These skills have been gained through my education and my work experience.

- Microsoft Operating systems /Windows 7/Windows 8 / Windows 10
- Microsoft Server 2008 / 2013 / 2016
- Microsoft Active Directory/Exchange
- Network Infrastructure Installation / Configuration
- VMware vSphere
- Veeam Backup
- HP Aruba Switches
- Dell Servers

Languages: Fluent in Urdu, Punjabi
Driving: Full UK driving licence/have my own transport
Other: Security clearance allowing me access to prisons in the UK as a member of staff.

REFERENCES AVAILABLE ON REQUEST