

# MOSS ALKARI

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- **CCNA qualified technology professional**, soon to complete CCNP, with a passion for technology and expertise in network engineering and administration developed during professional training and experimenting in a self-built home lab.
- **Drives network fundamentals efficiency**, LAN switching, IPv4 / IPv6 routing and WAN technologies, infrastructure services, infrastructure security and infrastructure management.
- **Delivers process improvement** and achieves high standards of accuracy with meticulous attention to detail.
- **Provides astute stakeholder management**; a skilled customer-facing problem fixer with flexible communication style.

## EDUCATION

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**BA (Hons), Business & Management**, Leeds Beckett University, 2016

*Relevant Modules: Statistics, Accounting & Finance for Management, Understanding Marketing & Customers.*

*Assumed leadership to turn around failing Business Consultancy project; stepped in to ensure a top grade.*

## TECHNICAL TRAINING

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**Currently studying CCNP (Cisco Certified Network Professional)**, Synergy Networxx, to complete Nov 2019.

**Certified CCNA Routing & Switching, Cisco ASA Firewall Certification**, Synergy Networxx, 2017.

**CIW Web Foundations Series / CIW Advanced HTML5 & CSS3 Specialist / CIW JavaScript Specialist**, The Training Room, 2018.

## WORK EXPERIENCE / INTERNSHIPS

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**Yorkshire Water: 2<sup>nd</sup> & 3<sup>rd</sup> Line Support & Technical Floor Walker**

**Aug 2018 – September 2019**

- **Hired by major utilities company with 6,000+ users**, initially contracted as Technical Floor Walker with accountability expanded to include more 2<sup>nd</sup> and 3<sup>rd</sup> line support. Brought precision to support of MS Office and other applications, as well as implementation projects, PC installations, site audits and troubleshooting.
  - **Completed smooth rollout of Windows 10 to 3,500+ users**; reduced process time for one user from 40 minutes to 20 and developed staggered approach that enabled up to five users to be upgraded at once.
  - Provided engaging, adaptable training for users, including problem management, escalation and handover.
  - Achieved 100% success rate of resolving all issues and enquiries onsite, with high levels of customer satisfaction.
  - **Collaborated with external technical partner, Concorde**, to install business-critical equipment over weekend.
  - **Won 'Best Customer Service & Support' award** at contact centre after seamless six-week rollout affecting 650+ users.
  - **Approached by 3<sup>rd</sup> line support at Lotus Notes maintenance provider**; resolved complex issue they couldn't fix.

**NCE: Technical / Operational Administrator**

**May 2017 – Aug 2018**

- **Played key role in driving profit and efficiency** at small catering equipment business; delivered meticulous accuracy across invoicing, supplier payments, petty cash, bank reconciliations and other administrative / operational duties.
- **Secured up to 40% discount on bulk purchases** of catering equipment and parts through shrewd supplier negotiation.
- **Improved technical customer experiences**; fostered repeat business by resolving customer technical issues, as well as advising investment in more sophisticated features with long term financial savings.
- **Enhanced digital marketing strategy**, including through Google Analytics / AdWords, combined with more intelligent approach to pricing and targeting of customers in wider geographical area.
- **Optimised workflow efficiency** and communications across all logistics, using CRM for clear accountability and scheduling.

**Woodhouse Street Post Office / Londis, Leeds: Sales Assistant**

**Oct 2016 – May 2017**

- **Generated revenue through consultative advice** on promotions, discounts and cost-efficient Post Office delivery.
- **Achieved 100% accuracy handling cash up to £2K**, processing returns or refunds and optimising stock management system.

**BP Service Station, Leeds: Customer Service Assistant**

**Sep 2013 – Oct 2016**

- **Provided high quality customer service** and generated revenue through upselling and promotions.
- **Reduced loss from out of date stock**; improved rotation, with more appealing visual displays.
- **Coached and trained new staff members** in company systems and processes, as well as customer service.

## EXTRA CURRICULAR

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- **Volunteer, Sue Ryder charity shop, Leeds, 2017 – 2018**; provided PAT test and fix of electronic items, including desktops.
- **Built home lab**, including Cisco routers and switches, access point, access server, IP phone and ASA firewall.
- **Keen sportsman**, including football for local social side, as well as cycling and beginner kung fu.
- **Languages**: Fluent English and Arabic, basic French and Hebrew.