

# Ahmad Asghar

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## Personal Profile

Technically minded and hardworking individual seeking employment to fully utilise the 6+ years I have been working in the IT industry, from working in a server room at a school to a nonstop 24 hour hedge fund. With working for varied companies I've had exposure to a wide range of technologies and as a result I can quickly diagnose and troubleshoot faults to help the smooth running of any business. I thoroughly enjoy working in this field and would like to pursue employment to help utilise and expand my skill set.

My Hobbies and interests including building computers, mountain biking and F1

## Academic Achievements

- HND – Computer Science
- MMP (Merit Merit Pass) in Btec National Software Development level 3.
- GNVQ in Information Computer Technology
- GCSE passes in Maths, French, English and Science

## Other Achievements

- Networking Concepts and Protocols – Course by Ross Bagurdes (PluralSight)
- Microsoft MTA Certification – Operating System Fundamentals
- Team V Leader (Leading campaigns such as youth homelessness & mental health)
- V100 award (Awarded for volunteering for 100 hours)
- V50 award (Awarded for volunteering for 50 hours)
- Certificate of Achievement (Raising £110 for Charity)
- 100% attendance Certificates
- Certificate of Recognition from ICC (International Cricket Council)

References: Available on request.

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## Work Experience

### 1<sup>st</sup>/2<sup>nd</sup> Line Support, Airain (December 2017 – Present)

As part of the IT team my main responsible to make sure that traders were able to function 24 hours of the day. This involved supporting zero clients, VSphere Web/Horizon, multi monitor configurations and supporting bespoke software. Working with VSphere again I've expanded my existing knowledge and have learned how to build VMs using different deployment software such as Jenkins and Octopus.

Away from the trading floor, part of my job was regular checks and upgrades at our Data Centre. This involved decommissioning old servers and racking/patching in Gen10 servers. I also performed regular checks on server health and completed remote hand requests for patching and miscellaneous jobs.

I was also contracted out to support private offices. In these offices I was supporting the Apple deployment program in which we had over 200 users and 300+ devices. Alongside this, our users used Office 365 suite which we supported on a mixture of thin clients, MacBook's and laptops.

This job also involved being on-call and with outages causing instant financial loss on the company, it required me to composed and quick thinking to resolve any issues. Additionally this also meant flying out for the COO various properties across the world to set up services such as Savant, home entertainment and setting up mesh Wi-Fi over multiple floors.

### IT Service Desk Engineer, Node4 (March 2017 – December 2018)

Working at node4 as a service desk engineer, many duties fell under my remit. As Node4 is primarily a data centre facility with support built on top of the work I was doing varied day by day. As a support engineer, I troubleshooted phone calls and emails from our customers and escalated where needed. As we provided leased lines liaising with third parties such as BT, Virgin Media and Kcom quickly became the norm. Adding to this as we're a data centre my tasks also included remote hands, trunking, cable running and tape changes. During the night shift I would monitor our internal and customer network. The monitoring software varied as we offered different levels of monitoring to different customers as offered granular monitoring on systems such as PRTG and Solarwinds

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## IT Service Desk Analyst, Staffordshire Police (November 2016 – March 2017)

Working for the police was a massive change in direction and a lot of things changed in how incidents were managed and how varied the technical jobs I was faced with were. I adapted quickly to these changes in (a) a brand new environment and (b) a completely different customer base. I quickly understood and learned vital skills such as managing user profiles in a Citrix environment, strenuous checks for data access and making sure correct procedure was followed in all situations. I enhanced many existing skills I had such as computer troubleshooting, helping the customer in a friendly non-jargon manner and providing excellent customer service.

## IT Technician, Central Foundation Boys School – Capita (January 2015 – October 2016)

When I started this job there was high tension between IT and the school. Over the following year I have helped ease the tension and for the school to regain trust in IT. My duties ranged from managing the servers to every day password resets. I further enhanced my skills by working with Active Directory, DHCP and a variety of other software and technologies. Whilst I did have remote third line support I was mostly left unsupervised which was a great way of combining pressure and willingness to learn to get jobs done as efficiently as possible. During my time at the school I have deployed over 150 computers, help staff with IT related problems by relating to them in a non-jargon and friendly manner and most importantly for the staff at the school to be able to trust IT when they say they'll get a job fixed.

## First Line Support, Capita, Derby (November 2013 – January 2015)

My work as a first line technician was heavily focused with effectively communicating with customers to assess and diagnose technical issues they had. I delved further into some cases to understand what the situation was and what the most effective way of resolving it was. Following on from this I was liaising with second line support to learn more about the infrastructure and over time built a good rapport with them and known by fellow work colleagues as technically minded. On the flip side I have helped out newcomers to this role by mentoring them to get adjusted with the service desk infrastructure. Overtime they have become more competent and are less likely to ask for help. Some of the advanced software I've used and become familiar with is OpenHive platform, NetSweeper, Mail Marshal, SharePoint, Cacti graphs/router interfaces.

## Desktop Deployment Engineer, Capita, Farnborough School (August 2013-September 2013)

During the summer holidays my task was to successfully build and deploy over 400 computers before the new school opening in September. Everything was done to a very high standard, mainly from my own work ethic and inspection visits from the council, headmaster and so forth. Not every computer built successfully, the legacy computers had their fair share of problems but working closely with the project manager and the senior lead engineer we overcome these problems and had all the computers in the correct state for the school opening. During a particular tough day with tight time restriction I was commended on my hard work and aptitude.