Hassan Hussein

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PERSONAL PROFILE

I am an experienced IT Support/Internal Systems Engineer with a 1st Class Honours degree in Information Systems from Kingston University and a Microsoft Certified Systems Administrator (MCSA) certificate. I am currently seeking a similar position focused on IT Support/Administration. I am a dedicated, reliable and a fast learner who is passionate about Information Technology.

EDUCATION ACHIEVEMENTS

Sept 2013 – June 2016:
Information Systems, Kingston University, London, Grade **1st CLASS**
- School Award for the Best Performing Information Systems Student

PROFESSIONAL EXPERIENCE

August 2019 – Present   Internal Systems Engineer – IT Lab, Bloomsbury, London
- Providing remote and desk side support on IT Lab internal systems and applications to the end user's satisfaction
- Installing, configuring and deploying desktops, laptops, peripheral equipment and software for new and existing users
- Providing hardware and software support for desktops, laptops and peripheral equipment.
- Management of endpoint security tools such as Anti-Virus.
- Maintaining asset inventory of all hardware and software
- Ensuring compliance of security policies through user awareness and guidance of security best practices in accordance with our ISO27001 standards
- Reporting and managing risks to end user experience, productivity or systems.
- Management and administration of internal systems and server related administrative tasks.
- Logging incidents, requests and changes via ServiceNow and ensuring all issues are resolved in the targeted SLAs.
- Providing support, training and mentoring to other team members
- Being an ambassador for the Internal Systems team within the London office and championing Internal Systems policies and procedures

June 2019 – August 2019   IT Support Engineer – Class Technology Solutions Ltd, Harrow, London
- Resolving 1st/2nd line support calls from within my allocated school - St. Dominic's Sixth Form College.
- Supporting and maintaining the school's infrastructures and networks to ensure maximum service ability
- Ensuring the IT support manager, senior engineer and central helpdesk are aware of any issues that need to be raised and escalated.
- Office 365 Administration & Support Including: Exchange Admin Center, OneDrive, Outlook Web App & SharePoint
- Windows Server 2012/16: Active Directory, Group Policy, Failover Clustering/Hyper-V, WDS, DNS & DHCP
- Using SCCM to deploy windows operating system installations, remotely diagnose device problems, take inventory and support users.
- Supporting users via phone and help desk emails; escalating calls to senior engineers where necessary
- Visiting classrooms to support issues with SMART Boards, Projectors and MS Office 2019
- Assist the Network Manager with various tasks including conference room/event setups
- Provide in-person support and training to users

September 2018 – June 2019   IT Technician – Tawakal Telecom Ltd, Harrow, London
- 1st line support of users on site
- Windows 7 desktop PC support
- Printer support & preventative Maintenance
- Answer incoming technical support calls and assist customer in overcoming their software or hardware problem.
- Dealing with customer enquires/complaints to their satisfaction
- Maintaining and servicing existing hardware and software to agreed standards by performing upgrades, new installations and carrying out routine procedures.

September 2018 – Present   Islamic Studies Teacher (Weekend) - Sri Lankan Muslim Cultural Centre, London
- Teach young pupils of ages 5-12 all the relevant subjects related to the religion of Islam.

May 2017 – August 2018   IT Technician (Part time) - Smart Service Centre Ltd, Edgware, London

April 2017 – August 2018   School Administrator (Part time) – Sri Lankan Muslim Cultural Centre, London
- Administration of the "student lifecycle"
- Focal point for enquiries and the first-point provider of information for over 750 students
- Maintaining and updating the school's management information system
- Financial records management
- Preparation of reports and statistics

June 2014 – June 2015 IT Service Delivery Intern, GE Capital UK, Hammersmith, London
  Main Roles:
- **Configuration Management Database**: Elicited, collected and kept an up-to-date records on all GE Capital UK applications utilising a cloud-based service management solution – ServiceNow
- **PC/Laptop Asset Management**: Tracked and kept an up-to-date record of all GE Capital UK assets reviewing related metrics on a bi- weekly basis
- **Standard Operating Procedures (SOP)**: Streamlined and simplified SOP documents, created process maps & associated workflows.
- **Personal Services Portal (PSP):** Investigated 100% of all mobile devices and GPRS Roaming requests, ensuring compliance with GE Capital UK policy, driving resolution to either approval or decline

KEY IT SKILLS

Operating Systems: Windows, Linux & Macintosh
Networking: TCP/IP, Routing & Switching, DNS, Active Directory, DHCP
Web Development: HTML & Dreamweaver
Programming: Visual Basic, Java, PHP, JavaScript
Databases: Microsoft Office Access, Oracle database
Software: Microsoft Office, Photoshop & Macromedia Flash, Windows Server, SQL Server
                         Administration, VMWare, Business Objects, ServiceNow

OTHER USEFUL INFORMATION

Key Achievements:
- School Award for the 'Best Performing Information Systems Student'
- Microsoft Certified Systems Administrator (Microsoft 2011)
- Microsoft Certified Professional(Microsoft 2010)

Hobbies/Interests:
- Table Tennis, Football, Gym

References
Available upon request