

SATTAR AHMED

Highly experienced and versatile engineer. Skilled in technical support engineering with project management experience and cross-functional leadership in a wide range of projects within the banking industry and public sector.

CAREER

Sep 2018 – Dated: IT Consultant, Societe Generale London

- Scheduled and managed Windows 10 upgrade IGAD project, provided technical support
- Managed and raised impulse request and incidence calls across different sites in London
- Resolved technical issues within SLA for Trade floor, VIP and back office clients
- Provided mobile device support for BYOD, Airwatch, Global relay and Blackberry applications

Dec 2016 – July 2018: Projects delivery, Ealing Council London

- Provided technical support on various projects, BAU and managed four different migration projects
- Deployment of windows 10 roll out project for 6000 users. Lead team of 16 engineers on project
- Tested 150 Applications from Windows 10 (1511) to Windows 10 (1703) with engineering team
- Deployed Skype to different departments and deep dive troubleshooting on day to day roll-outs
- Problem managed and lead for Skype for Business, capturing data using Wire Shark and Syslog
- Provided training to the engineering team on Skype, Call Queues and setup the deployment process
- Managed hunt group for different departments and provided live demonstration on Skype Call Queues
- Trained staff on One Drive for Business and Skype for Business across different sites in Ealing Council
- Demonstration of skype and call queues for different departments across Ealing Council
- Worked closely with different vendors, Microsoft, Virgin and Polycom on Skype deployment
- Network upgrade project for 60 sites across Ealing Council in London with security patching process
- Network upgrade project to deliver new WAN, LAN and WIFI to replace current network services provided by different vendors in setting up the review planning and milestone progress
- Worked alongside in-house network infrastructure team on network/project changes and rollouts and group policy
- Responsible for sites cutover/change are up and running, presented daily logs to board members
- Built laptop/PC using SCCM and PXE for BAU. Supported various apps, AD, for Office 2016 and 365

June 2015 – Nov 2016: IT Consultant, UBS AG London campus

- Transformed the end-user experience by using a next-gen virtual Citrix XenDesktop and unified the communication environment to enable any application on any device from any location (A3)
- Support of thin client updates, rebuilding and investigating failed SCCM updates and collecting logs
- Gathered issues and troubleshooting to use as part of deep dives into problems experienced by clients
- Tested Skype quality on different sites, captured logs and improved Skype quality
- Provided daily report on UK deployments, scheduling and training engineers on different sites
- Used Citrix Director 7.6 to assist users and escalated problems with senior management
- Used AppSense 8.6, Systrack and BYOD support tools for troubleshooting
- Thin client build & VDI build testing alongside the engineering team, visited VIP users after migration
- Assisted VIP users with new BYOD technologies and worked alongside engineering team
- Conducted training sessions for other IT support teams on A3 and BYOD topics across UK,US & Asia

July 2014 - Apr 2015: IT Consultant, Macquarie Group London

- Managed and scheduled move projects and a team of engineers across all banking divisions
- Worked on roll-out and upgrade projects covering all banking divisions
- Provided day-to-day client support on the trading floor and for back office users
- Scheduled and upgraded iPhones, Cisco IP telephone and laptop roll-out projects

Dec 2013 - June 2014: Sabbatical

Mar 2011 - Nov 2013: Client Engineer, UBS AG, London campus

- Migrated users from Win XP to Win 7. Managed calls using remedy and service now
- Worked on multiple roll-outs and upgrade projects across UBS London sites
- Provided support for MDs and VIP users across UBS London sites and the trade floor
- Managed, trained and deployed a team of engineers on multiple projects across UBS London

Sept 2010 - Feb 2011: Voice Implementation Engineer, Networldz, India

- Configured CISCO routers and switches. Maintained VOIP network and project documentation
- Installed & configured: CISCO Call Manager 6 & 8, CISCO IP phone and third-party IP Phone
- Installed Avaya PBX message and configured SRST fall back and class of controls (partitions/CSS)
- Integrated H323, SCCP, MGCP gateways and gatekeeper and SIP protocols

Apr 2009 - Sept 2010: Sabbatical to India**Nov 2007 - Apr 2009: Client Engineer, Network Rail, London**

- Set up bespoke IT infrastructures on new sites for fast-track roll-outs and upgrade projects
- Co-ordinated on-site technical teams and independent IT service providers on new sites
- Trained, scheduled and deployed teams of engineers. SLAs maintenance for four business sites

Apr 2006 - Nov 2007: Client Engineer, UBS AG, London

- Provided comprehensive technical application support for Market data applications
- Trained, scheduled and deployed teams of engineers
- Oversaw multiple projects for the installation and migration of Windows XP on different sites

Dec 2005 - Apr 2006: Sabbatical to India**Jun 2005 - Nov 2005: Assistant Project Manager, HSBC Investment Bank, London**

- Assisted the project manager during the roll-out of Windows XP and Lotus Notes 4:0 to 6:0
- Trained on-site engineers for Windows XP roll-out projects. Presentations to IT directors

Feb 2005 - Jun 2005: Contract Client Engineer for Deutsche Bank; JP Morgan; BT; BNP Paribas; EDF Energy; Fidelity; Abbey National; RBS, London (Hays)

- Cabled CISCO Routers, Switches and Sun Microsystems Servers
- Provided network and hardware support following Windows XP roll-out using Remedy
- Worked with Active Directory and assigned access rights to user account domains

PROFESSIONAL QUALIFICATIONS

Networking: CISCO Certified (CCNA Voice), (CCNP Voice, formally CCVP), London.
Software: Visual Basic and Visual C++ 6:0, Sybase SQL Server, DB-Library.

EDUCATION

2002 to 2005 **Master of Science (First Class with Honours)**
Computer Systems and Network Engineering. London Southbank University

2001 to 2002 **ECDL & Communication Certificate (First Class)**
Certified Fast Track in Information Technology. London Southbank University

2000 to 2001 **Advanced Diploma (First Class)**
Information Technology National Institute of Information Technology, India

1997 to 2000 **Bachelor of Science (First Class with Honours)**
Computer Science and Engineering. Osmania University, India

ADDITIONAL INFORMATION

Nationality: British Citizen

Languages: Fluent in English, Hindi and Urdu.

References: Available on request

Personal Interests: Instructor in Sanjuro Martial Arts System; sword fighting; bodybuilding; wildlife conservation
I have also gained a trial flight certificate for Cessna aircraft from Harvard Aviation.