

Muhammed Raaheel Master

Preferred Name: Raheel Master

Date of Birth: 02/10/1993

Ethnicity: British Asian

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Full UK Driving Licence

ABOUT ME

I am an ambitious and determined individual who is ITIL certified and has a passion for technology services. I am enthusiastic, hardworking and I possess strong verbal and written communication skills which allow me to effectively manage a team. Possessing key skills such as organisation and prioritisation makes me great at using my time efficiently whilst multi-tasking effectively. From my most recent work experiences, I have further developed strong skills such as stakeholder management, decision-making, problem-solving as well as showing the ability to work with a variety of relevant software (ServiceNow, JIRA, MAXIMO etc.)

EDUCATION AND QUALIFICATIONS

- **AXELOS Global Best Practice**
ITIL Practitioner Certificate (2019)
ITIL Foundation Certificate (2017)
 - **University of Central Lancashire (2012-2015)**
BA (Hons) Sports Journalism (DipHE)
 - **Cardinal Newman College (2010-2012)**
A-Level's:
English Language (A), ICT (B), Law (B), Business Studies (C)
 - **Moor Park Business & Enterprise High School (2005-2010)**
GCSEs: 12 including English, Maths and Science
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WORK EXPERIENCE

IBM UK (Preston) 03/10/16 – Present

- I joined IBM under the CIC subsidiary as a **Service Management Analyst** for 6 months to enhance my progression opportunities and gain valuable experience within an ITIL environment.
- My role involved working within the incident and change teams, which helped me gain a valuable insight into processes within triage.
- I earned a promotion to a **Service Manager** role where I currently have the responsibilities of managing priorities and deliverables within an already

established application maintenance team as part of a multi-million pound government project. I also have to manage key stakeholders such as client representatives and co-suppliers as we work within a multi-supplier environment.

- I also work on another new government project that is in the early stages of its lifecycle where I have been working on key documents and putting into practice key ITIL processes such as the start up of a service desk function whilst also attending regular checkpoint meetings with the client and producing readiness milestones in preparation for go-live.

Geek Squad (Preston) 14/09/15 – 24/09/16

- In the role of **Technical Support Advisor**, I troubleshooted and offered solutions to clients' software and hardware problems with computers, mobiles and tablets as well as other digital devices.
- I received inbound calls from clients and had to draw on my effective questioning to understand the issues as well as my accurate and descriptive instructions. Some issues also required us to login to clients' devices remotely.
- This role enabled me to develop my customer service and problem-solving skills, and also expand my methodical approaches of troubleshooting.

UIKO Clothing (Blackpool) 28/10/14 – 20/06/15

- As a relatively new fashion retailer, the owners brought me in as **E-commerce Manager**, to manage and direct the start-up of the online store.
- This role mainly involved managing and maintaining product content and stock on the online store as well as ensuring the customer journey was flawless.
- This position also enabled me to assist the shop owners in the buying process, ensuring we had more stock of particular products that had increased online sales.

883 Police (Preston) 10/08/13 – 20/12/13

- As **E-commerce Assistant**, I successfully set-up and ran an eBay store on behalf of the well-known fashion label 883 Police, selling jeans that had minor defects at discounted prices.
- Working in a team of 3, we processed orders on a daily basis, as well as maintaining stock levels online and addressing the costs implemented by eBay.

INTEREST AND HOBBIES

I am a huge advocate of travelling. I love to travel whenever possible and have already visited 8 different countries and I'm hoping to add many more to that list.

I am a passionate football fan, and I always keep up with the latest sports news.

I previously administrated a Fulham FC fans forum, which I created myself. The forum has over 500 active members.

I also enjoy learning about new emerging technologies and watching TV shows in my spare time.