**Waqass Ahmed**

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**PERSONAL PROFILE**

Creative and enthusiastic with many years of diverse Service Desk and Customer Service experience within various Business organisations, along with effective teamwork and communication skills. Target driven as well as excellent computer skills with knowledge of all software's. Able to work independently with little supervision and has the ability to pick up new skills quickly.

**MAJOR SKILLS AND ACHIEVEMENTS**

* Employed by Capita with Sussex Partnership Trust, I had the benefit of using Remedy to create tickets and the management of servers. Printers, Docking station and Profiling issues was also an advantage.
* Employed as 1st and 2nd line Analyst with DVSA, I Ensured the logging on Service Now and update of detailed information about every call within the ITSM tooling, allowing the team to provide effective data to the resolver groups. I also utilised Invanti (LAN Desk) ticketing System for Northampton Uni.
* Being a Technical ICT Manager I was versatile and required to have sufficient managerial skills as well as sufficient technical skills. I performed all necessary tasks related to the company systems including troubleshooting any technical issues.
* Working at Broxtowe Borough Council and Nottingham County Council I have always had a proactive approach to seek issues rather than waiting for them to happen. **Monitoring the Service Dashboard and responding to alerts raised. Ticketing on Remedy, Analysis, Problem resolution and providing root cause investigation reports.**
* **Provide technical assistance, mentoring and training to Service Desk colleague communication, both verbal and written** Working on the 1st and 2nd line que, to carry out fixes, such as recreation of profile and reinstallation of software’s.
* Being employed at Royal Bank of Scotland I consistently provided excellent customer service. This was achieved by meeting company targets as well as scoring high customer feedback scores on a regular basis within an ITIL environment.
* As a service desk analyst, I maintained high knowledge of key systems. This was such as, Microsoft, including Outlook, CRM, AD, Exchange, Citrix and company software with remote assistance support, RDP and ensuring processes are followed to be compliant with procedural and risk controls.
* Regularly achieved sales targets at RBS by providing customers with strong product knowledge as well as displaying superb influencing skills.
* Whilst undertaking my degree I had the opportunity to carry out presentations with my peers, this allowed me to work cohesively with a range of people from various backgrounds.
* Effective communication is a skill that I consistently show. During my time at Oakdale Tandoori, I was successfully able to communicate with customers and handle queries of various natures.
* This is an extremely significant skill required for a role as a customer service advisor as the ability to adapt to a situation allowed me to make the right decision within a short space of time.
* Strong use of own initiative as a Customer Service Representative at Domestic and General. This was done by effectively handling customer complaints and irate callers in a polite and professional method.
* I adapted to targets set by RBS such as meeting call handling times, providing a solution to all queries and ensuring security measure were under-taken at all times.
* Lead a small team at Oakdale Tandoori Takeaway, which involves supporting and motivating others to achieve goals such as maintaining service standards.

**EMPLOYMENT HISTORY**

August 2018 – March 2019 XMA (University Of Northampton) \ DVSA & Capita

*Helpdesk Technician / Deployment Engineer / Service Desk Analyst*

* Provide IT Support technical expertise to users over the Phone, Email and remotely while maintaining high level of communication. This including deployment of hardware across the enterprise.
* To support bespoke applications, desktop and laptop systems, iOS mobile devices, trouble shoot printing devices, network connectivity problems and entry level server issues.
* Correctly prioritisation and categorisation of Incidents and Requests.
* Application of incident and problem matching to restore service quickly by applying known error workarounds.
* Aid in diagnosing the cause of the incident through a structured process of investigation coordinating both internal and external support teams as necessary.

September 2017 – August 2018 Oakdale Tandoori

Technical ICT Manager

* To take overall responsibility for all ICT systems, software, processes, hardware and equipment across the business, including the management and maintenance.
* Troubleshoot hardware problems such as Touchscreen Terminal, Self-Order Kiosk and Kitchen Display Screen.
* To liaise with 3rd parties for any fixture needed for hardware and software.
* Monitor smooth running of the computer and telephony systems within the limits of requirements, specifications, costs and timelines.

August 2017 – September 2017 Broxtowe Borough Council

ICT Technical Officer – 2nd Line

* Ensure that all Service Desk calls for the Operations Team meet the defined SLA’s and where these are breached escalate appropriately.
* Maintenance and use of Service Desk ensuring all calls are logged with an understanding of priority and business impact, completing and communicating current status with members of the team of any call escalations.
* Investigation and resolution of 1st / 2nd line support calls including call logging, diagnosis and resolution as appropriate for incident and problem calls as defined by ITIL standard
* Server maintenance and troubleshooting
* Physical Security - Maintaining good order in Computer Suite and ICT working

**November 2016 – April 2017 Nottingham County Council**

# Service support Analyst

* Providing support to end user over the phone, emails and face to face.
* Handling the resulting incidents or Service Requests, using the incident management and request fulfillment processes, in line with Service Desk objectives.
* Following the Major Incident Management Process.
* To liaise with concern teams to resolve incidents in a timely manner.
* Consistently support infrastructure via a proactive approach.

**July 2014 – October 2016 Royal Bank Of Scotland**

**Service Desk Analyst – 2nd line Support**

* Solve assigned incidents and to agreed SLA targets via 1st line and request management. Contact for Users to initiate IT requests or assistance.
* Consistent achievement of individual targets.
* Adhere to defined Quality standards in respect of customer service and technical competency.
* Achieve Incoming Average Call Handling Time (IAHT) figures.
* Manage time and call strategy to adhere to talk time, hold time and wrap time.
* Apply the end to end support model, develop relationships and work alongside with 1st line and other areas.

**October 2006- July 2014 Oakdale Tandoori, Nottingham**

**Manager**

* Team management to foster a cohesive, creative, and comfortable working environment, mediating any interpersonal issues within the team
* Taking orders from customers over the phone and face to face
* Dealing with queries or complaints from customers both over the telephone and face to face.
* Ensuring premises and displays are well maintained.
* Ensuring all security, health and safety and legal procedures are carried out.
  + - * Cash handling, organizing stock checking and re-ordering as necessary.
* Maintaining a good standard of customer care.

**June 2012 – October 2012 ICS Ltd, Nottingham**

**Caller Agent,**

* Answering calls on behalf of a wide range of clients
* Including answering calls for Nottingham Building Society, Metropolitan Police, IKEA, and Anglian Water
* Making outbound calls and transferring when necessary
* Taking payments for clients
* Collecting data and closing sales
* Dealing with customer complaints

**April 2011 – July 2011 Ikano Financial Services, Nottingham**

**Customer Service Team, Temporary role**

* Responsible for taking inbound calls for card applications and making administer changes to account information.
* Investigating account queries and conducted relevant transactions in an accurate way to make an active contribution towards the achievement of business performance targets.
* Always maintaining a high level of the company’s products and services knowledge to be able to give relevant information to the customers and clients and legislate requirements.

**May 2010 – October 2010 Royal Bank of Scotland, Nottingham**

**Customer Service Consultant**

* Respond positively to inbound and make outbound calls to meet customer needs, take responsibility and ownership for the resolution of customer enquiries or concerns.
* To consistently achieve and exceed targets/objectives set.
* Be aware of and comply on an ongoing basis with the guidelines set by the Financial Service Authority (FSA).
* To identify sales opportunities through service promoting and selling additional RBS products.

**June 2007-October 2007 Domestic and General, Nottingham**

**Customer Service Representative**

* Receive inbound calls from customers and companies with regards to their appliances
* Answer customer’s questions, as well as question customers to obtain full understanding of what information is being requested.
* Communicate clearly and effectively with customers.
* Promote good listening skills/Manage length of calls.
* Recognising and managing assertive customer calls.

**EDUCATION AND QUALIFICATIONS**

**September 2011-2013 Nottingham Trent university**

**Business Management FdA**

**Jan 2010 Open University**

**Business Management, open degree**

* Including modules, Introduction to Business & [exploring information and communication technologies](https://msds.open.ac.uk/students/module.aspx?c=T175_2010B)

**Sept 2005 – June 2007 Greenwood Dale Sixth Form College, Nottingham**

**4 A Levels**

* ICT, Business Studies, Media Studies and Religious Studies

**Sept 2000 – June 2005 Greenwood Dale School, Nottingham**

**14 GCSEs**

* Including Mathematics and English

**HOBBIES AND OTHER INTERESTS**

I have actively undertaken a period of voluntary work at Bobbers Mill Community Centre. My role has involved youth work and the administrative duties which include supporting logistics in organizing Projects and translation, especially in areas where English language was an issue to local communities and in documentation process.

I am a fluent speaker in English, Urdu and Punjabi and have interpreted on behalf of local families. My hobbies include Squash, Cricket, Theatre and Cuisine.

**References available on request**