Josh Khan

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**Professional summary**

Highly motivated and articulate IT Service Desk Analyst with over 2 years experience in 1st line support. Ambitious to develop into a more technical role, seeking a similar position with view to progress and take on new responsibility and challenges.

**Experience**

* Ability to prioritise work and organise time effectively.
* Critical reasoning and analytical skills.
* Computer literate and competent in the use of Microsoft Office software.
* Fault finder with a keen attention to detail.
* Confident when dealing with customers and clients and making sure they receive the best service available to them.
* Relating well to others and getting along with a broad range of people.
* Ability to express complex ideas in a simple manner, both verbally, or in writing.
* Self-motivated and self-reliant with a proven ability to work hard towards deadlines.

***Operating systems:***

Windows 7/XP/2000/NT/98/95, Microsoft Exchange, MS Office, IBM Lotus Notes, Citrix, VPN, Remedy, Active Directory

**Experience**

General Operative Feb 2019 - Ongoing

(Agency – Temporary Work)

* General factory.
* Loading and unloading machinery.
* Injection m0ulding of silicon parts for the aeronautics industry.

Customer Service Adviser Jun 2016 – Feb 2019

Molson Coors Brewing Company (UK) Limited

Staffordshire, England

* Provided a first point of contact for customers calling into a technical help desk.
* Triaging issues and accurately logging fault information on a computer system.
* Self prioritising and escalating important issues to management when appropriate.
* Maintaining electronic databases and administering an email inbox.

1st Line IT Support Analyst Nov 2014 - Oct 2015

Royal Bank of Scotland (Plan-Net)

Kegworth, England

* IT Support Analyst responsible for taking internal customer calls and resolving 80% of IT issues at the first point of contact.
* Using remote desktop to dial in and fix customer issues.
* Walking customer through processes to resolve their hardware issues over the telephone.
* Processed IT Service Requests received through email.
* Gained experience in managing Exchange and Active Directory and in supporting MS Office and Windows software

IT Service Desk Analyst

Computer Sciences Corporation (CSC) **-** October 2013 – Nov 2014

* Working for a global IT services company providing a first point of contact for issues reported by telephone.

Providing desktop support for tens of thousands of clients based in the United States, Canada and India.

* Supporting MS Office Suite including MS Outlook (03,07,10). Experience in handling WIN XP to Windows 7 migration issues..
* Use of online ticketing tool for logging and tracking caller issues and escalating to appropriate resolver teams when necessary.
* Gained an understanding of Service Level Agreement (SLA) and how to achieve my own goals whilst helping the organisation stay within service targets.

**Education**

Bachelor of Arts : History Jun 2011

The University of Sheffield

South Yorkshire, England

History Degree : 2:2

GCSEs/A levels May 2008

Ashby School

Leicestershire, England

A Levels:

History : A

English : B

Government and Politics : A

GCSEs : GCSEs May 2006

Granville Academy

Woodville, England

11 GCSEs including English, Science, Maths and Information Technology.