**Omar Fazal Nawaz**

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# Personal Profile

The experiences I have gained have enabled me to increase my knowledge and skills within IT and Networks, and have strengthened my confidence to deal with issues at a high level. I am able to prioritise my work in a professional manner dealing with deadlines whether in date order or with high importance. This has led me to manage and develop myself in order to meet objectives. It has been shown during my practices at Systems Assurance as I consider it to be vital to have the accuracy and consistency in my tasks with aim to meet those objectives. I would relish the opportunity to work in any environment and I feel I would like to gain additional skills and qualifications in any area. Therefore I am looking for an opportunity to re-enter employment and develop current skills. And with ideas and aspirations to work as a computer technician or continue to develop my skills working as a network engineer. I really enjoy & am interested in SD WAN, HYPER V, VMWARE and other networking solutions.

# Key Skills & Qualities

* Excellent academic skills
* Excellent IT skills & knowledge
* Customer services
* Telemarketing
* Polite
* Friendly nature
* Good listener
* Patient
* Hard working
* Self motivated
* Enthusiastic
* Reliable
* Good team worker
* Strong work ethic
* Studying for CCNA qualification
* Excellent organisational skills

**Career History**

**Amazon delivery driver – Sheffield – July 2017 to present**

**Booking in parcels and then delivering them to customers across Yorkshire.**

**Configuration Engineer**

**MAMSoftware – Sheffield – April 2015 to April 2017**

**Responsibilities - Installations of PCs, servers with VMware, printers & bespoke software. Migration of onsite databases to the cloud.**

**Accomplishments includes setup of many networks from scratch. This involved setup and testing of routers including 3g backup, cabling, BT lines, switches, computers, printers and other devices.**

**Desktop Automation & Technician**

**A4e - Sheffield - October 2014 to March 2015**

**Responsibilities - Building laptops and desktops for users. Also 2nd and 3rd line helpdesk escalation for issues that the helpdesk couldn't solve remotely.**

**Accomplishments includes Upgrading 1000 users to windows 7 and successfully resolved many issues with users & on the network. Skills Used involved Good communication, using my own initiative to solve problems and very good time management.**

**IT Technician**

**Systems Assurance - 2005 to 2014**

**Administering, maintaining, installing, upgrading and supporting a medium sized company's IT systems, from Servers and user PC's to routers, firewalls, UPS's, Telephony Avaya systems and Wi-Fi networks. Using own initiative with troubleshooting and resolving complex problems.**

2002 - 2005 Customer Services at Ventura

1999 - 2004 Arabic & ICT Teacher at Islamic School

DEC 2001 Telemarketing at Aston Leisure

SEPT 2000 Work Experience at Henley’s of Rotherham

SEPT 2000 Work Experience at South Yorkshire Police

**Education, Qualifications & Training:**

1996-2001 Clifton Comprehensive School

2001-2002 Thomas Rotherham College

2002-2004 Rotherham College of Arts & Technology

2004-2005 Sheffield Hallam University

9 GCSE’S Including English Language, English Literature. Science (Single Award), Science (Social Science) & Mathematics

A/S Computing, Business Studies & Accounting

HND Higher National Diploma in Computing

BSc BSc Honours Information Technology Networks 2:1 - Second Class - 1st Division

OCR Computer Literacy & Info Technology

Application of Number Level 3 (Key Skills)

NOCN PC Servicing

First Aid Qualification

Duke of Wellington’s Regiment Award

Fire & Rescue Service Course

Duke of Edinburgh Award (Bronze)

**Hobbies, Interests & Achievements**

As well as focusing on my career I am very active and take sport to be a major role in life. I enjoy playing Football, Snooker and Cricket. I enjoy taking part in physical activities that involve competition. Playing sport also allows me to meet new people, relax, enjoy and keep fit and healthy. Throughout my time at School I have achieved many awards for participating and having outstanding performance in Football and Cricket. I have also participated in several other sports at club level. This has been an amazing experience for me and I hope it continues to do so in the future.

Other great aspects about my self that even other people always credit me for is my ability to socialise with all kinds of people, communicating effectively and to deal with routine and non-routine problems. My main success in life comes through managing my own roles and responsibilities, as I have done throughout my education and all the employments that are listed above.

I can also work effectively as a member of the team and relate to and interact with individuals and groups. This is clearly demonstrated in my educational courses and my employments listed above. I am also bilingual as I can speak English, Urdu and Punjabi very fluently to interact with people of different backgrounds. I also enjoy spending my spare time on the computer increasing my knowledge and skills. This makes me familiar with most of the software packages in this modern time, including Microsoft Word, Excel, Access, Power Point, Publisher and also programming languages like Pascal, HTML, Visual Basic and C++.

References available on request