**MUHAMMAD EHSAN (SC Security Cleared)**

#### Career Objective &Key Skill Areas Summary

An Articulate, result oriented, strategic thinker looking to contribute cost effective and customer focused service, offering18 years of expertise in **IT Service Management, Desktop Support and Systems Analysis, Project support, Coordination & Management**, **Active Directory Administration, SCCM and Application Management.**

* **ITIL Service Management** experience with a background of working for **high profile organizations** like Seqirus, Lloyds Banking Group, Santander, John Lewis, Unison, British Telecom, Mouchel, Marks & Spencer, HSE, MOJ, G4S, BBC and Bank of America(MBNA) across various sectors ranging from Financial Services, Pharmaceutical to Telecoms , Engineering & Retail, Government and Public Sector
* **Desktop & server life cycle management**
* **GXP Environment & pharmaceutical Labs Experience**
* Extensive knowledge of networking Cisco routers, 3com routers, tape libraries and switches, firewalls and backups.
* Team Management
* Extensive Knowledge of ITIL , self study: **ITIL V3 foundation & Prince2**
* **Operating systems**:   Windows 10, Windows 7, windows8.1, Windows 95/98/NT Workstation 4.0, Windows 2000 Professional, Windows XP Professional / Home, Windows Vista Windows Server 2000, 2003, 2008,20012, Windows NT (Server 4.0)
* **Email**: GroupWise, , Outlook Express,Lotus Notes, MS Exchange2003,2007
* **Applications**: Novell , HP Radia client, Safe Boot, SCCM, SMS,MDT, Active directory, DHCP, DNS, WINS, ISA Server, Proxy Server, MS Office(365, 2016,2013,, 2010,2007,2003), Mail Migrations, CITRIX, XENApps, Thin Client, Novell print client. VPN’s, Blackberry, IPhone&handhelds support. hyperV, VMware
* **Anti-virus**:Trend Micro, Kaspersky anti-virus, MacAfee and Norton antivirus, Trend,Eset NOD32, Sophos endpoint, LanDesk, AVG security suite.
* **Service & Asset Management**: AssystNet, Bridge Clarify, **BMC Remedy**, HP Service management 11, Hornbill Supportworks.

Professional Assessment of Skills Gained:

* Result oriented &**Customer focused** with highly **effective Communication and Negotiation skills** at all levels
* Strong Analytical skills
* Proven Team management and **Leadership ability**
* **Work well under pressure** and am happy to use initiative to **deliver results to meet deadlines**.
* Experienced in Service management, risk management and **stakeholder relationship management.**

Experience :

**DaisyGroup (Aug18 Feb19)**

**Lead / Senior Desktop analyst**

Worked on different projects for daisygroup for public and private sector clients

Involving deployments and technical site surveys.

Clients: MOJ, G4S and BBC

**Seqirus (Speke, Liverpool) Aug,17 to Aug18**

**Desktop Lead (Transition) User cutover**

Leading a team of 4 desktop engineers, I was responsible for the build, install, data transfer and user cut-over. Moving 700 users to a brand new Seqirus network and devices from Novartis. We achieved the end goal much in advance of the given schedules and met each challenge that could halt the smooth cut-over , with meticulous detail and solution oriented approach.

**My role involved extensive planning and delivery of the project , managing the team, analyzing and coordinating with the senior management, Smooth transition, user management and troubleshooting.**

* Project to cutover 700 users from Novartis to Seqirus. The users getting new Seqirus devices transitioning from WIN7 to Windows10 & Office2016. Over400 laptop,140 desktops & 30 toughbooks deployments & over100 printers cutoverand users data transfers. Also install and configure customized software for users.
* Setting up the base for the user cutover, organizing the builds, deployments and scheduling the user cutover to conducting1-to-1 session for laptop users to hand over the laptop and talk them through the process.
* Assisting the PM with data analysis, sorting, compiling and scheduling the installs& one to one sessions.
* Dealing with incidents arising from user cutover, Troubleshooting, diagnostics &issues relating to bespoke software installs.
* Documentation Compile and design for the users & engineer guides.
* Windows 7, 10 and Apple IPhone mdm ( Mobile device management) setups.
* Extensive use of Active Directory, SCCM, MS Exchange and **ITSM tools Remedy & AssystNet** for incidents.
* Decommisioning of 700 old Novartis devices&disposal.
* Extensive support for win10, **office 365** issues and resolution.
* Training sessions for general use of Win10 and office365 as previously users were using win7and office 2010 .
* Over100 network printers cutover & configured for Seqirus, including label printers for QC, Bio labs & Manufacturing areas.
* Customised builds, installs & cutover for Lab infrastructure (QC Analytical lab, bio asay lab and formulation and seed labs.)
* Customized builds, installs & cutover for Manufacturing areas (UM & DM areas and egg wash and encubation areas).
* Help users with queries, issues and in case, if the device is not working correctly, replacement or immediate fix provided.
* As part of the transition, setup of a walkin tech help (tech bar) where all users can get help whatever it is related from software install, device issues to replacement, loan laptop, printer help and mobile device setup and troubleshooting. The main purpose was to keep all users working , if a permanment solution isn’t available, providing a workaround and working on the solution. Also no incident needs loging for it and users were helped as they walk in and for desktop users desk side help provided.

**ShopDirect (Speke, Liverpool) Feb,17 to Jul,17**

**Senior Desktop Analyst / project coordinator**

Working as a project coordinator and senior analyst to help the project manager and senior management acieve the below projects.

* Project to upgrade to new Anti Virus for the entire company to Trend Micro with over 4000 devices.
* Assisting the PM with data analysis, sorting, compiling and scheduling the installs.
* 2000 in house devices and almost the same number on the remote sites were deployed with Trend Micro Anti Virus
* Attending meetings with Client and providing updates and techinal information
* Dealing with incidents arising from Trend installs, Troubleshooting, diagnostics and dealing with third patries, Trend and IBM to sort out the issues relating to the install.
* Compile and design Guides for Windows and Apple Mac for Trend install, common issues and diagnostics to help BAU use.
* Windows 7, 10 and Apple Mac platform
* SCCM 2012, Active Directory and **Remedy ITSM** for incidents management.
* Deployment of 250 laptops with Windows10 and office 365 and bespoke applications, assisting engineers in tech bar.
* Build & install desktop & laptops, assist and support the project manager with technical queries
* Extensive support for win10 and office 365 issues and resolution.

**ComputaCentre, Vertex&Daisy Group Oct15 to Jan17**

Involved in various roles ranging from builds, deployments, installs, diagnostics,decomissionings and site surveys.

* Win7, Win10 builds, MS Office2013, Office 365 installs, configuration and troubleshooting.floor walking and deployments.
* Windows roll outs for Lloyds Banking Group and Santander branches commissioning and deccomisioning.
* Site Surveys, Server commissioning and decommissionings for MOJ
* Windows 7, 10, Office 2013 and bespoke applications installs and rollouts for M&J, Brakes, Towergate and ArrowXL

**March15 to Sept15 (career break)**

I had to take a career break due to personal reasons (my father’s illness).

**Health &Safety Exective (HSE Bottle, Liverpool) July12 to February 15**

**30months in HSE doing different roles, moving from one skill set to another as per requirement of the client.**

* Desktop support dealing with incident, request management scheduling and IT moves, in house and remote access to offsite users. Also involved providing help to offsite users and engineers with technical help.
* Assisting with win7 rollout and dealing with queries and incidents after the rollout , also supporting and impact testing software and hardware for windows7
* Build & repair desktop & laptops, assist and support the project manager with technical queries
* 2nd, 3rd line support, desktop support, **Active Directory administration & Disaster Recovery**.
* Extensive use of **ITSM tools Remedy** from raising an incident to managing and extending it to a problem record or to raise a chage record..

**Lead Engineer ,1000 Laptop Rollout**

* From March13 to May13, I was leading an engineers of 4 onsite and also covering about 6 engineers on remote sites for deployment of 1000 Laptops for HSE sites.
* Build 1000 laptops, assist and support the project manager with technical queries

**JohnLewis Win7 Rollout August13**

**Lead Engineer**

* Windows7 Rollout for back office& retail areas, EPOS Win7 rollout for shop floor & related equipment.
* Multisite rollout, Lead engineer covered stores in Trafford Centre, Cheadle and Solihull

**LBG Pudsey, Bolton, 2 Sisters Sandycroft July2013**

* Lead Engineer, 2nd , 3rd line support, Windows7 Rollout laptop refresh
* Floorwalk& problem solving, Build & troubleshoot.
* **2 Sisters Sandycroft:** IT audit for 2 sisters Sandycroft site for 2 weeks.

**Santander Windows7 Rollout & Unison London June2013**

* **Santander**: Windows7 Rollout Aintree Liverpool & Bradford, Lead Engineer, 2nd & 3rd line support
* Floorwalk& problem solving, Build & troubleshoot.
* **Unison London:** 10 day IT cover for Unison conference in Liverpool. Commisiong& decommissioning of Kit.
* installation& support of over 80 computers , 24 printers and 3 servers, VOIP phones for the conference use.

**British Council, Manchester September, 2012**

**Systems Engineer**

1. week project to decommission the old server kit, help install and rollout win7 &new kit, 2nd, 3rd line support

**ComputacentreData Centre Salford quays&Logica( Ofsted Manchester) June2012**

Cisco USC230 routers & Tape libraries installation in a datacenter, Team of 4 engineers installed the entire kit.

**Ofsted Manchester, Rollout Engineer:**MS Windows7, Office2010 and Lync2010 roll out, Lync2010 Training.

**Auckland College Ltd (May11 – May12)**

**Senior Engineer**

An Ongoing Project with key role to manage the college’s IT infrastructure, desktops ,Laptops and 3 Win2003 Servers. Also responsible to look after the Wireless Routers .Day to day IT support : evaluation, installation, Diagnostics , testing, implementation and maintenance of hardware, software and operation systems installations.

**Flowcrete Group UK Ltd (July 2011 – August 2011)**

**Desktop support Analyst (2nd ,3rd line)**

Dealing with day to day 2nd line desktop support. Windows XP, Windows7 Rollout and customization of new kit for staff in the UK and abroad. Flowcrete has offices in about 15 countires.Server data backups, Active directory administration and general onsite and remote support for all IT related issues.Service management tool: SaManage. LanDesk management suite,also using remote tool LogMeIn, Eset NOD32.Supported and worked on Windows XP pro, Windows 7 Pro, Windows Server2003, 2008, Lotus notes 8.5, Outlook, Exchange Symantec Backup Exec 2010, MS office2003, 2007, Projectbase 4.6, Syspro 6.0, many more beskope apps.

**Lloyds Banking Group (August 2010 – March 2011 ) (A Computacentre Project)**

**Service Delivery Executive**

**Service Management Key Deliverable** : To improve the SLA and OLA of the service delivery team which when I started, was at about 70% and was constantly below the agreed target of 95%. Within one month in the role, I **achieved 90%**SLA and OLA for our team so the overall targets were met and ultimately helped bring the costs down for the department in terms of resources.

By end of first quarter in the role,our team target achieved was above **95% average.**

**Team management:** Responsible for a **team of 34 Technical Infrastructure developers**. Tactically reducing the breaches of SLA’s and OLA’s on tasks, incidents, problems, problem records, work requests and changes. Managed the work load of developers with the view to boost efficiency by 100% and measured Quality and performance of Incident tasks performed as per **ITIL framework** and took corrective action on tasks failed to achieve within the SLA requirement.

**Service Management**: Personally responsible for **Defining processes**, working with security and service management. Creating working instructions and keeping them up to date.On-going service improvement and identifying improvements.

**Tools used: BMC Smart Remedy, HP Service manager 7.**

**Change management:** Ensuring that all Change procedures and approvals were successfully carried out by Peer Reviewing, CAB and related workgroups. Also responsible for Management Information weekly reporting on Service Delivery.

**Server Support** :Active Involvement with server building and incident handling , managing work load my self while also assigning the rest to my team of developers and managing activity levels. Responsible for certifying the applications for servers and involved in design of server blueprints and common build frameworks of servers and networks.Apps & OS deployments using SCCM, MDT.

Providing 3rd and 4th line windows based server and applications support for various banking operations and online systems.

**VM Support**: Administering the virtual machines, troubleshooting and building and incident handling , providing 2rd and 3rd line support to Lloyds Virtual Machines and Clusters.VM application deployments and troubleshooting.

**Tools Used :IBM clearquest, VMsphere and VMapps ,VM ware Client and remote desktop tools.**

**Auckland College Ltd (Apr10 – July10)**

**Senior Engineer**

An Ongoing Project with key role to manage the college’s 50 Computers , 30 Laptops and 2 Win2003 Servers. Also responsible to look after the Wireless Routers .This includes evaluation, installation, Diagnostics , testing, implementation and maintenance of hardware, software and operation systems installations.

**British Telecom ,Warrington Contact Centre( call centre)(November 2007 - March 2010) (A Computacentre Project)**

**Senior Engineer**

* **A team of 8 Engineers** , responsible for providing 2nd and 3rd line desktop support to 2000 users across various BT sites in England and homeshore users remotely.
* **Software Experience** :BT customized software SMART, ONEVIEW, RFT, UFT, Greenscreen, CSS, HP Radia Client etc.
* **Tools Experience :** WindowsServer 2000, 2003 & 2008, Windows 2000, XP, Vista & 7, Citrix, Exchange 2003, HP Radia Client, SCCM,SMS,MDT, Safeboot,Ghost Imaging, Rebuilds & troubleshooting
* **Service Management** : Incident and problem management using the tool Bridge Clarify based on ITIL Processes and ITIL approach to manage incidents and problem records.
* **Server and Desktop Support**, Backups, Deployments , Printer Management and Telephony Equipment Management.
* **Remote cover** to all sites and dealing with updates, **software releases** and tech refresh **roll outs**. Using remote web tools and techniques like Desktop Doctor, VNC, SCCM, connecting via the Instant Messenger etc to support Remote users
* **Management:**During applications breakdown , helping the build teams to restore service andtechnical report writing for Priority 1 and Priority 2 cases to evaluate loss to the business and resources taken to repair& restore the applications.

**Mouchel (Feb09 – June09) (starting 5pm until 2am) This is third time going back to same company for work**

**Deployment Team Leader**

* **Led a team of 5 engineers**, involved in OS and software apps deployments for multiple office sites in the UK providing IT Tech refresh project support
* **Role involved**: Building and customizing computers and laptops, Installations of exchange 2003 emails and troubleshooting,**Configuring** the Outlook for emails and data archiving, Installations of Kespersky Anti-virus software and troubleshooting, Printer installations and troubleshooting, working on strict SLA’s and assisting onsite and offsite users remotely.
* Ensured the **project delivery** was on time as forecasted by their internal IT team.
* Ensured no data loss occurred during all **migration**, a key performance indicator in the project.
* Worked on Windows Server 2000, 2003 & 2008, Windows 2000, XP, Vista& 7, Citrix, Exchange 2003
* Extensive use of SCCM & MDT to deploy apps, MS OS, apps patches and asset management.
* Desktop Design & Build, Network Configuration & Management, Helpdesk, Desktop & End-User Support
* MS Application support, Hardware/Software Installation & Configuration, Active Directory, Blackberry
* **ITIL application** using supportworks for asset management, call logging and incident handling.

**Mouchel Parkman Services LTD (May07 – Oct07)**

**Senior system analyst**

* Involved in OS and software apps deployments for multiple office sites in the UK providing IT Tech refresh project support . Called back by Mouchel to assist with responsibility for multiple site operation.
* Providing 2nd and 3rd line support to various sites.
* Use of SCCM,SMS to deploy apps, MS OS, apps patches and asset management.

**BOC Worsley&M&S Manchester (Feb07 – Apr07)**

**Deployment engineer**

* A**Computacentre** project at **BOC Worsley: L**ed the **Tech Refresh** Project from Windows2000 to windows xp sp2 while being in a team of 4 engineers, customizing nearly **600 PC’s** and deploying across UK
* A**Computacentre** project at**M&S Manchester:** A short project revolving around deployment of equipment to new premises and setting up user accounts and customizing the machines . My Role was to ensure Project Delivery on strict timelines and ensure smooth migration.

**Mouchel Parkman Services LTD (June06 - December 06) (A Computacentre Project)**

**Senior Customer Engineer**

* 7 month project ( multisite ) revolving around mail migration for all users currently on GroupWise and Exchange2000 to Exchange2003. Whilst managing a parallel project called IT Technical Refresh requiring us to standardize the group’s software and hardware to the level set by the IT Department.
* Building and customizing computers and laptops, Installations of GroupWise email and troubleshooting , Migration from GroupWise to Exchange2003, Configuring the Outlook for emails and data archiving, Installations of Anti-virus software and troubleshooting, Printer installations using Novell IPrint and troubleshooting, Archive2Go software usage, Using Novell environment for log in and storage.

**AucklandCollege, Liverpool (Jan06 – June06)**

**IT Engineer**

* I have been managing and administering a yearly contract ( renewed as per the client need ). The college has over 50 computers, one Win 2000 server and two win2003 server and a few WAPnetwork .
* Evaluation, installation, testing, implementation and maintenance of hardware, software and operation systems installations, also providing support for Printers and IT equipment
* TCP/IP configuration.Software troubleshooting: Windows95, Win98, Win ME, WIN 2000 Pro, Win XP, MacAfee Antivirus, outlook express, MS Office2007, 2000, XP, 2003.

**Liverpool Direct Ltd ( LDL ) LiverpoolCity Council (Sept05 – Nov05)**

**Roll out Engineer**

* Part of a team of 10 engineers, we were tasked to manage internet and network upgrade of 181 schools in Liverpool. Key responsibilities included Upgrading 2MB internet to 10MB in all the sites. **Cisco Router** Management , connecting the local LAN of schools with the LDL WAN and other switch and PC related issues like antivirus and windows updates.

**Afsar Computers Ltd (July04 – August05)**

**Senior Engineer**

* Working as Application Support Analyst used to deal with small and medium sized enterprises . It was a varied role from 1st line support to 2nd and 3rd line as and when required , providing Desktop Support, Server support and Project Management support. Client site: Matchworks Liverpool (Vodafone), Mold North Wales (Flintshire county council).

**MBNA ,Chester(Apr04 – June04)**

**Deployment engineer (A Computacentre Project)**

* 3 month project revolving around Evaluation, installation, testing, implementation and maintenance of hardware, software and operation systems,building , repairing and installing the IT equipment.
* Spotting and system upgrades, Replacement of New IT equipment and joining the domains
* Installations of MBNA customized software and troubleshooting

**Halton Borough Council** November 03 – March 04

**Desktop Engineer**

* 5 Month project revolving around Evaluation, installation, testing, implementation and maintenance of hardware, software and operation systems installations.

**AucklandCollege ,Liverpool**March 2003 – October 2003

**Computer Engineer**

* I have been managing and administering a yearly contract ( renewed as per the client need ). The college has over 50 computers, one Win 2000 server and two win2003 server and a few WAP networks .

**Merseyside IT Contractors** August, 2001 to February, 2003

**Systems Engineer**

* Built, repaired, provided support and marinated the networks.Managed Call outs and 1st, 2nd and 3rd line support to clients.
* Supervision and stafftraining.PC desktop support to remote clients & project cost estimations.
* Delivered complex IT solutions on time and to budget.

Academics& Professional Qualifications :

* **HP service manager 7** - Lloyds Banking Group Internal Exam Passed October 2010
* **ITIL Foundation V3**  - Lloyds Banking GroupInternal Exam Passed October 2010
* **Prince2 Foundation** - Self Study at Lloyds Banking Group
* **Microsoft Certified Professional ( MCP )( September - 1999 )**

Windows NT server 4.0 & workstation 4.0

* **Bachelors Computer Science(BCS) ( 1995 – 1999 )**

Hajvery Institute of Technology & Management Sciences ,Hajvery University , Pakistan

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* Availability for contract: Immediate

Thank you,

Muhammad Ehsan

