**Kiranpreet Kaur Sahota**

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## PERSONAL STATEMENT

Experienced First Line Service Desk and Helpdesk Analyst with a proven track record of providing technical and helpdesk support to various customers within commercial and private sector. A highly self-motivated seeking an opportunity for a suitable IT support position with an ambitious company.

WORK HISTORY

**Company: Nottingham City Council, Nottingham City Centre**

**Position: IT Service Desk Analyst**

**Date: Oct 18 -Present**

Duties:

* Supporting IT-related support requests (Incidents and Service Requests) received via telephone and self-service in a professional manner, both verbally and in writing.
* Creating ,amending and deleting user accounts by using Powershell Script or Active Directory
* Responsible for creating mailboxes, distribution groups , security groups in AD or Exchange
* To maintain a composed and polite relationship with colleagues, who may be challenging when reporting incidents or making service requests; recognising the priority of the individual’s issue in the wider context of IT service delivery
* Advising and supporting various issues for all internal business applications
* Resolving faults related to software ( e.g. mailbox access, file\folder access, Outlook 2016, Office 2016 etc) and hardware ( printers, plotter, citrix device, laptop, desktop, phone, tablets etc ) within specified SLA
* Remotely dialing user's machine using SSCM or IP address or Citrix User ID

*Technical Skills – Active Directory, Exchange Console, O365 Admin Centre, Powershell, Citrix,SSCM, Cisco Call Manager, Cisco Voicemail, Azure, Intune, Windows Server 2003*

**Company: Retail Assist, Nottingham City Centre**

**Position: IT Helpdesk Analyst**

**Date: SEPT 13 – Sept 18**

Duties:

* Logging tickets in JIRA, Service Now, Ambercat and Remote Service Desk for various clients via telephone or emails. Try to apply quick fixes for software or hardware faults.
* I have built strong working relationships with various third parties and am confident in escalating incidents where the agreed SLA will not be achieved
* Responsible for setting up new users on Active Directory with correct permissions and unlocking accounts for internal users
* Producing training procedures for various clients, following company procedures and support Matrix
* Supporting users with different platforms and applications: Windows 10, Server 2003, IOS 11, Microsoft Dynamics AX, Office 365, Exchange 2016
* Dealing with Engineers and helping them to setup EPOS system remotely using correct IP address, subnet mask and DNS server. Identifying system problem, bugs and liaising with 2nd line support to resolve these issues.
* Troubleshooting various hardware devices e.g. CISCO, Brother/HP printers, Zyxel, Huawei, NETGEAR, IBM printers, Verifone CnP and other peripheral devices
* Managing various WI-FI points via AIRWATCH or MERAKI Portal
* Creating purchase orders for faulty handsets
* I have experience supporting Desktops, laptops, IPADS, Tablets, printers, peripherals and wireless devices.

Skills: Excellent team working skills, Good listening skills, Friendly approach to clients and colleague at all level, can work under pressure and prioritize my work

**Graphic Designer/ Café Assistant (Feb 2012- May 2013)**

**Big J’s Diner & Grill, Colwick, Nottingham**

Duties: Designed Café Menu, T-shirt Logo, Banner and various leaflet. Also, effective interpersonal and customer care service, preparation and serving the food at same time, ensuring high levels of safety and hygiene were maintained.

Skills: Photoshop, Corel Draw, Illustrator, Customer Service, Good knowledge of HTML, Java, Photoshop, Network Technologies

**Shop Sales Assistant (Aug 2010 – Jan 2012)**

**Sahota Stores, Colwick, Nottingham**

Duties: Act as first point of contact by greeting the customers, putting up to date price tags, ordering deliveries, serving customers quickly and in an effective manner. Also updating the book-keeping system using MS Office on Windows 7, taking back-ups at regular intervals.

Skills: Customer Service, Stock-take

## Christmas Sales Temp (Dec 2011)

## NEXT, Colwick, Nottingham

Duties: Working as part of the delivery team in order to ensure all stock was tagged and stored in the correct place. Actively supporting and communicating with colleagues, customers and managers.

Skills: Helpful and quick toward customers

**Avon Representative (Aug 2010 – March 2011)**

**Avon, Nottingham**

Duties: Responsible for meeting assigned sales performance and profitability criteria, building customer base through excellent, responsive customer service.

Skills: Meeting Sales Targets

**VOLUNTEER EXPERIENCE**

**Volunteer coordinator/Admin/Receptionist**

**Nott Housing Advice, Nottingham City Centre, Nottingham (July 2011- Dec 2012)**

Duties: Generating appropriate volunteering opportunities and role descriptions based on the needs of the organization; Recruiting volunteers and ensuring they are appropriately matched and trained for a position; Maintaining databases and undertaking any other administrative duties.

## Volunteer Administrative Support Worker

## BAC-IN, Nottingham City Centre, Nottingham (Sept 2011 - Nov 2011)

Deal with public enquiries through direct contact, telephone and e-mail. Coordinate appointments through the maintenance of a diary/booking system. Performed other admin duties including Data Entry, Filling Systems, updating records, designing posters for new workshops/events in the organization. Using Microsoft Office skills to maintain existing and create new documents, particularly with Word and Excel.

**EDUCATION & QUALIFICATION**

Dec 2011 – June 2012

Diploma in Web Designing, South Nottingham College, Clifton, Nottingham

July 20007-09

MSC Information Technology (Hons), Lyallpur Khalsa College, India

July 2004-07

BA Computer application (Hons), APJ College Of Fine Arts, India

March 2002 – 04

A Level in English, Math’s and Computer, HMV College, India

April 1995 – 2002

GCSE in English, Math, Punjabi, Computer, Hindi, Social Studies (History, Arts, Science (Physics, Chemistry, Biology) with grades between A-C, Rabinder Nath Day Boarding School, India

*REFERENCES AVAILABLE ON REQUEST*