**Jahangir Hussain**

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| **Personal Profile** |
| A dynamic, highly ambitious enthusiastic individual who possesses good interpersonal and technical skills, has an excellent use of initiative and capable of communicating effectively with peers. I am a self-motivated, reliable, responsible and hard-working individual who works well under pressure to meet deadlines and targets. I have a professional can-do attitude towards ­­­learning new skills and have accumulated excellent communication and team-building skills. |

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| **Education & Qualifications** |

2011 – 2014 Bradford College University Centre

BSc (Hons) Business & Computing Solutions with Technical Support pathway (2:1)

2009 – 2011 Bradford College, Bradford

Level 3 - BTEC National Certificate in Business & ICT (Merit, Pass)

Level 2 – Communication

2007 – 2009 Kirklees College, Huddersfield Centre

Level 1 & 2 - BTEC First Diploma (Merit)

Level 1 - Application of number and Communications

2001 – 2006 Moor End Technology College, Huddersfield (GCSE)

5 GCSEs including English, Maths and ICT (C)

**Career History**

**2014 Aindale Business & Technology (present)**

**Technical Support Consultant**

My role as a Technical Support consultant helped me to further enhance my technical abilities through a fast paced service desk providing 1st/2nd line technical support to over 250+ small to medium sized organisations.

**Duties included:**

* Microsoft Technology Associate (MTA) in Networking Fundamentals
* Telephone/Email communication, Teamwork, Leadership, Strong Problem Solving, Call Management, Fault Logging & Tracking, Internal SQL Database
* Microsoft Windows Server 2003, 2008, 2012 R2, Small Business Server(SBS) 2003, 2008, 2011
* Good knowledge of Active Directory & Exchange 2003, 2007, 2010, 2013 & 2016
* Networking TCP/IP, DHCP, DNS, LAN, WAN Troubleshooting
* Desktop Operating System Windows XP, 7, 8 (8.1), 10, MAC IOS 10.6 & later
* Microsoft Office 2007, 2010, 2013 & 2016, Office 365 Administration
* Printer Hardware (Samsung, Epson, Cannon, HP & OKI)
* Remote Assistance Windows VPN, SonicWALL (Tz200, Tz2215, Tz105), Teamviewer, MSP, GFI Max (Rmote Management), Join.me, LogMeIn
* Router Configuration and Setup (Drayek Vigor 2820, 2830, 2860 (later), Zyxel, Netgear – Cisco (basic)
* Backup - Symantec System Recovery (SSR) 2010, 2011, 2012, 2013, backup Exec 2010, 2012, 2014, 2015, GFI Cloud Backup Solution, Continuum 24/7
* Anti-Virus – Symantec Endpoint Protection, Symantec.cloud AVG, Norton Internet Security

**2016 Sainsbury’s, Shorehead store, Huddersfield – General Asst Christmas Temp (nights)**

Teamwork, assisting customers with their enquiries, maintaining uncluttered environment, replenishing stock and helping colleagues, attention to detail and meeting deadlines.

**2013 Oasis Academy, Lister Park, Bradford (6 weeks)**

**IT Technician**

Invited back to work through summer holiday following university centre organised placement.

**Duties included:**

Troubleshooting Hardware & Software issues, Re-imaging computers, Installing Hardware and Software, Working with Servers (cabling & trunking), Problem solving (variety of technical support required), High level of communication (team-work, understanding requirements of customers)

**Work Experience/Project**

**2013 Bradford College, Bradford**

**Helpdesk – 4 weeks**

I helped organise and run a Live Helpdesk Business as part of an Enterprise Project, where I dealt with the public and staff members. This has increased my team-working and leadership skills as well as developed my communication skills. This work experience involved marketing the project, managing and supervision experience and team-work.

Duties included:

* Help Desk Management, Fault Logging and Tracking, Answering phone calls as well as emailing
* Technical Documentation (office packages)
* Solving Hardware and Software issues, Providing 1st/2nd Line IT Support to students and staff members
* Problem Solving (wide range of technical support required)
* Inventory Tracking/Database/SLA/Policy & Procedures
* Excellent communication (Team-building, understanding requirements of customers)

**2013 Lidget Green Primary School, Bradford**

**IT Technician - 8 Weeks**

Duties included:

* Providing a high level of IT support to staff and children
* Troubleshooting Hardware & Software issues
* Windows XP 7 Installation, Support Management with more complex issues (Networking)

**2013 Oasis Academy Lister Park, Bradford**

**IT Technician & Networking - 10 Weeks**

Duties included:

* Troubleshooting Hardware & Software issues, Installing Hardware and Software
* Working with Servers 2008/2012 (physical cabling/trunking), Active Directory, DHCP, DNS
* Problem Solving (Variety of technical support required)
* Team-Work (communication, understanding customer needs)
* Providing in class IT Support
* Assembling/Dissembling of computers
* Smart board & projector support

**2009 – 2010 Kirklees College, Huddersfield**

**Student Ambassador - 1 Year**

Duties included:

* Leadership, Excellent Communication (directing visitors to the right locations)
* Welcoming Students and Families on open days
* Achieving V50 award

**Interest**

Cricket is my passion I play and coach my local cricket team (Augustinians CC). I also have a keen interest in computers, Football and Gym.

**References**

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| **Jamie Robson,IT Manager**  31-33 Chapel Hill  Huddersfield, West Yorkshre, HD1 3ED  Tel: 01484 518899,  Email: [jrobson@aindale.co.uk](mailto:jrobson@aindale.co.uk) | **Elvir Kesedzic, Course Tutor**  Bradford College University Centre  Great Horton Road, Bradford, BD7 1AY  Tel:01274 436156  Email: e.kesedzic@bradfordcollege.ac.uk |