**Curriculum Vitae**

Mr. Mohammed Zaeer Akhtar

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**Personal Profile:**

I have the necessary intelligence, skill and experience to undertake, and manage the majority of relevant positions within a busy office environment. Learning new skills and becoming proficient at new technical procedures and software is one of my strong points, as is going above and beyond the minimum required standard. I am always polite, punctual and attentive to my duties. I can work on my initiative with minimal supervision, and also work effectively as part of a team.

**Employment History:**

**Hitachi Capital:** Service Desk Analyst

23/09/2015 to Present

I have worked in the Service Desk for approximately three years. I have become a senior member of the team, dealing with BAU, escalated incidents and tasks from the team.

I am fully competent in dealing with anything from a standard P4 to P1 incidents, from the initial reporting to resolution. I have also recently achieved a full qualification in ITIL.

**Key Skills**:

**Active Directory:**

Creating/amending/deleting users, assigning permissions to user accounts. Giving access to remote computers.Giving access to servers. Creating service accounts. Creating admin accounts, test accounts, privileged access accounts.

**Exchange:**

Creating user mailboxes. Giving users access to group mailboxes and distribution lists. Creating auto replies, templates. Re-attaching disabled mailboxes.

**SCCM:**

Deploying software onto user machines. Deploying software on servers. Wiping/resetting windows phones and BYOD phones.Remote connecting to user machines.

**Jira/Confluence:**

Creating projects for users as specified in requests.

Creating custom Schemes, workflows, problems, issues, tailored to the requested project. Creating custom roles, global permissions, assigning users access and project specific permissions. Adding add-ins, training other admin staff on Jira/Confluence.

**Bamboo:**

creating/amending/deleting user access.

**Bitbucket/Stash:**

Creating/amending/deleting access. Creating projects, custom roles, global permissions. Assigning SSH keys to projects and repositories.

**Splunk:**

Creating/amending/deleting users. Creating custom roles.Creating custom indexes.

**Service Now:**

Creating and updating custom SN forms, to improve efficiency. Updating approval groups based on ITIL process and procedures.

**SFTP:**

Creating/amending/deleting users. Creating event rules on the EFT SFTP server. Creating and assigning SSH key authentication.

**Incident management & Request fulfillment:**

Raising incidents and following up communications to the business. Chasing up incidents with resolver teams to ensure efficient incident management. Ensuring requests are completed correctly and efficiently.

**Alerting and pro-active monitoring:**

Creating guides for the rest of the team to ensure correct protocol and procedure is followed to pre-empt issues.

**VNP:**

Creating/amending/deleting users on VPN. Trouble shooting Cisco VPN issues.

**Step Change Debt Charity:**  Customer Services Advisor/System champion

23/11/09 to September 2015.

I worked in the customer services department for nearly 6 years. In that time I have gained valuable experience on the way the charity operates, and dealing first hand with clients in financial difficulty. I have been able to use my previous experience in similar roles to provide clients with clear, relevant advice, delivered in an efficient time frame.

This role has allowed me to gain experience in the following:

**System champion**

Knowledge and experience of ITIL, and its processes.

Extensive experience of service now, including producing training manuals for users.

* Liaising with service desk to resolve system issues
* Being a point of call for advisors with system issues
* Working to ensure any system problem impact on center service level is minimized
* Providing evidence and reports to service desk or re-occurring issues
* Training staff in resolving common issues and reporting these
* Producing a IT self help guide for advisors
* Being pro-active in resolving system problems before they become a major issue
* Keeping a log of my time for system work and creating a log for issues affecting the center as a whole
* Receiving awards and praise from management and advisors for my work and support
* Dealing with client queries on online DMP
* Producing guides for advisors to help clients log on to online DMP service
* Secondment: working as line 1 service desk to help out
* Stock keeping and hardware order placing

**Customer Services**

* Provided advice on the collections process used by creditors
* Establishing the action required by us and the client to ensure smooth running of the DMP
* Ensuring the client understands the types of tactics used by creditors to push them to increase payments or settle debts
* Providing realistic solutions to creditor actions to help clients
* Liaising with other departments within CCCS to provide the client with a total service
* Ascertain the best options available to the client based on creditor actions
* Improving me skills in listening to clients and being empathetic to clients at a difficult time
* Working with and liaising with colleagues to resolve ongoing issues
* Dealing with and resolving complex problems in a structured time frame
* Guiding clients through the correspondence received, clarifying the jargon used

**Grattan/Otto UK:** Customer Services Advisor

27/05/08 – 20/11/09

Otto House

Ingleby Road

Bradford

West Yorkshire

BD99 2XG

Tel: 01274 625103 & FAX: 01274 625599

My role was that of a customer services advisor (telephone based). I deal with a wide variety of customer queries and complaints on a daily basis, in a professional manner. No matter what the query is regarding, I attend to customers’ complaints and queries efficiently, providing accurate information and resolving their complaints to the best of my authority. Unfortunately the company has experienced serious financial problems and I, along with my colleagues were informed on 14th January 2009, that we were to be made redundant.

**A.S.C Cartons Ltd:** Internet orders, office administrator (This was only a temporary position for two months)

Start date 08/10/07 to 14/12/07

**Abbey Bank:** Customer Service Advisor/Account switching Team, system champion/software testing

05/06/06 –02/02/07

Abbey HR Dept                     
Genesis House                                       
301-349   
Midsummer Boulevard   
Milton Keynes   
MK9 2JE

Abbey Tel: 0800 028 3803

During my employment at Abbey I acquired valuable experience and skills, including the following:

* Working with colleagues to help resolve system related issues
* Liaising with the IT department to resolve system problems
* Testing new software before it went live
* Reporting any system/software issues to the IT manager
* Being a point of contact for advisors in the center
* Producing work to a very high standard, with an average accuracy rate of 99%.
* Training other members of staff on new processes and procedures used by Abbey.
* Checking the work of other members of staff, to insure a high standard was kept in terms of accuracy (this included all system based and paperwork undertaken by staff).
* Being a ‘Point of Reference’ for other members of staff, answering queries they may have and resolving cases which they could not.
* Dealing with customer queries and complaints, with simple and complex correspondence.
* Liaising with Managers and team leaders, to prepare and batch out daily work loads.
* Managing work loads within the team to insure daily workloads were completed accurately and efficiently.
* Liaising with other Banks; regarding mutual customers, in order to obtain correct or missing information on behalf of the customer in order to provide a smooth transfer of the customers account to Abbey.
* Producing detailed training materials to not only train new staff, but to also provide them with a reference for common problems and solutions.

**Redcats UK:** (Subsidiary company of Empire Catalogues) **(no longer trading)**

**Telemarketing: Insurance sales:** 02/10/05- 24/04/2006

I acquired the following skills and experience:

* F.S.A rules and regulations training, including passing an examination.
* Sales experience.
* Communicating with customers over the telephone, this included following strict rules on Data Protection and FSA compliance.
* Achieving set sales targets
* Strict time management of calls, balancing potential sales opportunities with length of calls.

**Farmers Boy Ltd:**

Greenside Park

Bradford

West Yorkshire

BD8 9RU

01274 549222

10/04/00-06/09/05

Craftsman/team leader at Farmers Boy Ltd

I decided to leave because the company introduced a compulsory 5 over 7 working day policy, with standard pay for weekend work rather than the previous time and a half and double pay.

**Experience and Skills (Farmers Boy):**

I had an important and responsible position for a large company for over five years. Managing staff members to carry out their duties, ensuring production targets are met on an hourly and daily basis. I produced written records of work undertaken and reporting problems and anomalies. Taking stock on a daily basis, inputting stock onto in-house spreadsheet application (Excel based).

**Training and Qualifications:**

**ITIL Foundation:**

Passed in July 2018.

**Bradford ITEC:** 1998-1999

City & Guilds I.T, levels 1, 2 and 3.

Word Processing

Data Bases

Spreadsheets

**Rhodesway Upper School:** 1990-1993

**GSCE:** English B Grade, Mathematics C grade, Biology C grade.

**Interests and Hobbies:**

I enjoy playing sports, particularly football. I also like Socialising with friends, drawing portraits and landscapes.

**Personal References:**

Available on request