**SAFWAN KAYAT**  
27 Snowdon Street, Batley, WF17 7RS

Telephone: 07410861045

[Email: safwan2601@outlook.com](mailto:safwan2601@outlook.com)

**PROFILE**

A highly analytical and technically minded IT professional with a broad range of practical experience within 1st Line Support, infrastructure, remote support, network protocols and communication. Excels at an analytical approach to organisational change with the ability to identify a problem and execute, with speed, initiatives that will bring effective change. A strong believer in building long term, sustainable relationships with customers and stakeholders to achieving mutually rewarding business results. Now looking to use IT, rapport building and influencing skills to further career and take on a new challenge within IT.

**TECHNICAL EXPERTISE**

CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco ICND1 Interconnecting Cisco Network Devices, Microsoft 70-685 Pro: Windows 7, Enterprise Desktop Support Technician, Microsoft 70-686 Pro: Windows 7, Enterprise Desktop Administrator, Microsoft 70-697: Configuring Windows Devices (Windows 10), CompTIA FC0-U51: IT Fundamentals, Essential office skills – Excel Macros, PowerPoint Presentations and Basic Unix, CompTIA A+ 220-1002 (Core 2), CompTIA A+ 220-1001 (Core 1)

**EXPERTISE**

**IT Management**: Provide specialist 1st line support, monitor and maintain computer systems and networks; diagnose hardware and software faults and solve technical and applications problems

**Project Management:** Ensuring project deliverables are accurate and timely whilst monitoring and reporting on progress. Recognised for appropriate workflow management to ensure all work is prioritised and executed to meet client needs

**Organisational Skills:** Well organised, adaptable and flexible. Multitasks and prioritises flexibly to fulfil assigned tasks within time constraints. Skilled at working under pressure and confidently meets targets. Thrives on a challenge and has a proven record of accomplishment of high performance under challenging circumstances

**Rapport Building**: Able to build instant, professional relationships based on trust with clients & senior managers as well as the ability to identify future opportunities

**KEY SKILLS**

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| --- | --- | --- |
| * Technical Management * Technical Understanding * Analysing Information * Presenting technical information * Risk analysis | * Cross-functional collaboration * Data Management and Reporting * Troubleshooting * Commercial awareness * Target driven and working to deadlines |  |

**EMPLOYMENT HISTORY**

Jul 2019 – Present **IT Technician/ First Line Support** – IT Career Swap

* Provide expert customer service in person, over the telephone and email to discuss and resolve any issues
* Diagnose and resolve hardware and software problems whilst acting as the first point of contact for all IT and technical queries either online or remotely logging into onsite hardware to made configuration changes
* Monitor and maintain computer systems and networks
* Talk clients through a series of actions to help set up systems or resolve issues
* Troubleshooting system and network problems and diagnosing and solving hardware faults
* Providing support, including procedural documentation and relevant reports
* Setting up new users' accounts and profiles and dealing with password issues
* Responding within agreed time limits to call-outs; prioritising and managing many open cases at one time;

**QUALIFICATIONS AND PROFESSIONAL TRAINING**

Jun 2019 – Jul 2019 IT Technician Course

2017 – 2018 BTEC Diploma Level 2: Information Technology Merit – Kirklees College

2012 – 2017 8 GCSE’s including English, Maths and Science; BTEC Business – B, ICT ECDL - A – Upper Batley High School